



# PEGACSA72V1<sup>Q&As</sup>

Certified System Architect (CSA) 72V1

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### QUESTION 1

A Service Request case type has a CustomerGrade property. How do you set the value of the CustomerGrade property to Silver when a service request case is created?

- A. Configure the CustomerGrade property with a default value.
- B. Configure the pyDefault data transform to set the CustomerGrade property value.
- C. Configure a declare expression to set the CustomerGrade property value.
- D. Configure the first connector in the first flow rule to set the CustomerGrade property value.

Correct Answer: B

### QUESTION 2

Each of the following classes has a data transform named SetValues with the Call data transforms in superclass option selected. The SetValues data transforms set the properties PropA and PropB, as shown in the following table.

<u>Class</u>	<u>Property</u>	<u>Value</u>
MyCo-App-Data	PropA	1
MyCo-App-Data-A	PropB	2
MyCo-App-Data-A-B	PropA	3
MyCo-App-Data-A-B-C	PropB	4

What is the value of PropA and PropB after the SetValues in MyCo-App-Data-A has been invoked?

- A. PropA=1 and PropB=2
- B. PropA=1 and PropB=4
- C. PropA=3 and PropB=4
- D. PropA=3 and PropB=2

Correct Answer: A

### QUESTION 3

In an airline reservation application, users enter departure and return dates and submit for flight search. This is implemented as a flow action. You need to ensure that the return date is later than the departure date. You also need to copy the dates to a search parameter page that is used for flight search.



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Select the two rule types that the flow action references to satisfy these requirements. (Choose two)

- A. Edit Validate
- B. Validate
- C. Service Level
- D. Data Transform

Correct Answer: BD

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#### QUESTION 4

Which requirement is satisfied by configuring a service level agreement?

- A. Users are notified when they receive an assignment.
- B. Transaction dispute cases are considered more urgent than address change cases.
- C. Requests from customers with elite status go to a dedicated work group.
- D. A transaction review is completed within 24 hours.

Correct Answer: D

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#### QUESTION 5

A form allows customers to specify the amount of a balance transfer for their credit card. The form contains two fields: one to display the available balance on the customer's credit card, and one for the user to enter the amount of the balance transfer.

You configure a validate rule to verify that the amount of a balance transfer is less than 75% of the available balance on the customer's credit card. How do you call the validate rule?

- A. From the step in the case life cycle.
- B. From the section that contains the field for entering the amount of the balance transfer
- C. From the flow action where the customer submits the form
- D. From the property used to capture the amount of the balance transfer

Correct Answer: C

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