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QUESTION 1

The application contains a case type ORG-App-Work-PurchaseOrder. The case type uses an embedded page to hold customer information. The embedded page is of class ORG- App-Data-Customer. What would be the most appropriate "Applies To:" class for a section rule displaying customer information?

- A. ORG-App-Work
- B. ORG-App-Data-Customer
- C. ORG-App-Data
- D. ORG-App-Work-PurchaseOrder

Correct Answer: B

QUESTION 2

You are designing a form that uses a repeating grid to display office furniture items. Which two data sources can you use as a source for a repeating grid? (Choose two.)

- A. Local data storage
- B. A page group property that holds the data
- C. A page list property that holds the data
- D. A single value property that contains the data in a local list

Correct Answer: BC

QUESTION 3

You want to provide instructions to the user filling out a form. You are considering using paragraph rules for the instructions. What three benefits do paragraph rules provide over standard labels? (Choose three.)

- A. Paragraph rules be edited by the user.
- B. Paragraph rules support rich text.
- C. Paragraph rules can include images.
- D. Paragraph rule are supported in correspondence.
- E. Paragraph rules can be translated.

Correct Answer: BCD

QUESTION 4



An insurance claim case is filed by a customer and assigned a claim type (fire, flood, or theft). The claim contains a list of loss items. Which of the data would you store in a local data source?

- A. Customer data
- B. Items of loss
- C. Claim types
- D. Policy details

Correct Answer: C

QUESTION 5

Customer Service Representatives (CSRs) review customer requests to replace a lost or stolen credit card. Once the request is approved, customers are notified by letter of the expected delivery date for a replacement card typically within one week.

The CSR must be available to prioritize time-sensitive requests such as requests from customers who are on vacation. Time-sensitive requests are prioritized as follows:

- Customers receive a replacement card the next day.
- Fulfillment requests are sent to a dedicated workbasket.
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Customers receive notification of the expected delivery date by email. Which action for time-sensitive requests do you implement as an optional action?

- A.
Increase the urgency for time-sensitive requests.
- B.
Send the notification by email rather than letter.
- C.
Update the notification with the expected delivery date.
- D.
Route fulfillment requests to a dedicated workbasket.

Correct Answer: B