



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

Certified System Architect (CSA) 72V1

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### QUESTION 1

You have an approval process assignment to a loan request process. The requirement states that a request can be routed to one or more managers for their approval. The hierarchy of approvals depends upon the total dollar amount of the request. For example, Cost Center Managers approve requests that are less than USD25,000. A request of greater than or equal to USD25,000 requires the approval of the Cost Center Manager, corporate Vice President, and Vice President of Finance.

How would you configure the routing for the approval process assignment?

- A. Configure a single level approval flow type and route to a workbasket accessible by the approvers.
- B. Configure a cascading approval flow type based on an authority matrix.
- C. Configure a single level approval flow type based on an authority matrix.
- D. Configure a cascading approval flow type based on the reporting structure of the current user.

Correct Answer: B

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### QUESTION 2

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

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### QUESTION 3

ABC Corp requires that expenses billable to a client are reviewed by an auditor in the Finance department. After the auditor approves the expenses, the client is billed. You create the work party for the auditor as an instance of which class?

- A. Data-Party-Org
- B. Data-Party-Operator
- C. Data-Party-Com
- D. Data-Party-Person

Correct Answer: B

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#### QUESTION 4

A company establishes a deadline to respond to customer inquiries. During the month of June, an increase in customer inquiries lengthens the average response time per inquiry beyond the established deadline. To address the issue, the company decides to lengthen the deadline until the end of August.

How do you satisfy this requirement?

- A. Circumstance the process using theProperty and Dateoption, and specify a start date and end date for the case creation date.
- B. Circumstance the service level using theTemplateoption, and create a circumstance definition with the start date and end datefor the extended deadline.
- C. Circumstance the property used to record the due date for addressing the inquiry, and specify a start date and end date for the extended deadline.
- D. Circumstance the service level using theProperty and Dateoption, and specify a start date and end date for the extended deadline.

Correct Answer: D

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#### QUESTION 5

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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