

# PEGACSA74V1<sup>Q&As</sup>

Certified System Architect (CSA) 74V1

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#### **QUESTION 1**

A form listing nearby restaurants has four columns:

1.

.Restaurant name

2.

.Restaurant location

3.

.Thumbnail image of the seating area

4.

.Make reservation (check box)

You want to ensure that users have the information they need to make a reservation regardless of screen size.

When viewed on a small screen, you do not need to display the images. What three configuration steps do you take to support this requirement? (Choose Three)

- A. Set the importance of the image column to Secondary.
- B. Set the importance of the Make reservation column to Primary.
- C. Set the importance of the image column to Other.
- D. Set the importance of the Restaurant name and Make reservation columns to Primary.
- E. Set the importance of the Restaurant location and Make reservation columns to Secondary.
- F. Set the importance of the Restaurant name column to Primary.

Correct Answer: ACF

#### **QUESTION 2**

Which requirement can be implemented through circumstancing?

A. An application establishes a goal of four hours to adjust claims for platinum customers. For other customers, the application establishes a goal of one business day.

B. An application sets the default shipping option for orders that exceed USD100 to two-day delivery. Otherwise, the default option is five-day delivery.

C. An application audits insurance claims that an insurance adjuster values at USD10000 or greater. Otherwise, the claim is approved.



D. An application routes upgrade requests for US customers to one work queue, and requests for European customers to a different work queue.

Correct Answer: D

#### **QUESTION 3**

As part of the case design, after someone completes a purchase the application should resend a confirmation email. How do you design the case life cycle to send the email?

- A. As part of the stage configuration
- B. As an alternate stage
- C. As part of the case configuration
- D. As a separate process step

Correct Answer: A

#### **QUESTION 4**

You create an application to track package deliveries. Choose three elements that are essential for this application. (Choose Three)

- A. A delivery cancellation child case
- B. A shipment tracking case type
- C. A set of fields to capture the shipping details
- D. A work party to represent the customer
- E. A user view to enter the shipping details

Correct Answer: CDE

#### **QUESTION 5**

An organization requests the following behavior for a case type that allows customers to place orders for fulfillment. When the customer logs in:

1.

The application identifies the customer upon login.

2.

The case type lists the last 10 orders placed by the customer.

3.



The customer can select one of the previous 10 orders as the basis for the current order. Select each piece of Information on the left and drag it to the appropriate Clipboard Location.

#### Select and Place:

Information	Answer Area		
Previous orders		Information	Clipboard Location
Custcmer information			Vser pages
Current order			System pages
1 m 1 m 1			Data pages

#### Correct Answer:

<u>Information</u>	<u>Clipboard Location</u>
Current order	User pages
Previous orders	System pages
Customer information	Data pages

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