



PEGACSA74V1^{Q&As}

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QUESTION 1

Consider the following scenario:

A customer files a fraud complaint. The complaint is investigated by a customer service agent. The customer service agent may request additional information from the customer. The merchant is notified and given 15 days to dispute the fraud

claim. If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to their account. How do you name the step where the agent investigates the claim for fraud?

- A. Investigate Claim
- B. Claim Investigation
- C. Fraud Claim
- D. Investigate Fraud

Correct Answer: A

QUESTION 2

Select each Flow Shape on the left and drag it to the correct Use Case on the right.

Select and Place:

Flow Shape	Answer Area	Flow Shape	Use Case
			Call a decision rule to determine the course of flow processing based on case data.
			Present a form to the user to provide or review information about a case.
			Execute a subprocess, then return to the current process.
			Perform an automated system action on a case.



Correct Answer:

Flow Shape

Answer Area

Flow Shape



Use Case

Call a decision rule to determine the course of flow processing based on case data.

Present a form to the user to provide or review information about a case.

Execute a subprocess, then return to the current process.

Perform an automated system action on a case.

QUESTION 3

A customer wants to copy the contents of a previous order to their current order. What rule type do you use to copy the order contents?

- A. Data page
- B. Data transform
- C. Declare expression
- D. Function

Correct Answer: B

QUESTION 4

In the Answer Area, select the development approach that corresponds to each attribute.

Hot Area:

**Answer Area**

<u>Attribute</u>	<u>Development Approach</u>	
	Pega Platform	Custom coding
Creates in a visual language that uses business-friendly metaphors	<input type="checkbox"/>	<input type="checkbox"/>
Enables reuse of policies and procedures throughout an organization	<input type="checkbox"/>	<input type="checkbox"/>
Updates with the latest technologies to future-proof an application	<input type="checkbox"/>	<input type="checkbox"/>
Creates in programming languages that only developers can maintain	<input type="checkbox"/>	<input type="checkbox"/>
Changes in technologies and results in frequently-changing applications	<input type="checkbox"/>	<input type="checkbox"/>

Correct Answer:

Answer Area

<u>Attribute</u>	<u>Development Approach</u>	
	Pega Platform	Custom coding
Creates in a visual language that uses business-friendly metaphors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Enables reuse of policies and procedures throughout an organization	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Updates with the latest technologies to future-proof an application	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Creates in programming languages that only developers can maintain	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Changes in technologies and results in frequently-changing applications	<input type="checkbox"/>	<input checked="" type="checkbox"/>

QUESTION 5

You have been asked to create a pie chart that shows the number of cases each manager has created. A list report



contains columns for manager name, case ID, and office. How do you configure the list report in order to create the pie chart?

- A. Group the case ID column.
- B. Group the manager name column.
- C. Summarize the manager name column.
- D. Summarize the case ID column.

Correct Answer: D

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