



PEGACSA74V1^{Q&As}

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QUESTION 1

Which two requirements demonstrate the need to configure correspondence? (Choose Two)

- A. Fax a new insurance claim to the auto repair shop.
- B. Text the customer with status changes in an insurance claim.
- C. Assign a new insurance claim to a case worker to process.
- D. Phone a customer for additional information about the case.

Correct Answer: AB

QUESTION 2

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee. To meet this requirement, you design a case with a_____.

- A. step that routes to the manager
- B. change stage step to allow the employee to route to the manager
- C. stage to route requests to the manager D. process that routes to the manager

Correct Answer: A

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 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

QUESTION 5

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.

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