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QUESTION 1

An open account case captures customer information. Each account can identify one or more customers, which are stored in the page group .Customers. One customer is the primary account holder for the account. To identify the primary account holder, you add an .AccountHolder page property in the case type.

How do you link .AccountHolder to the relevant entry in .Customers without duplicating data on the clipboard?

A. Configure .AccountHolder to refer to a data page

B. Configure a data transform to set the account holder

C. Configure .AccountHolder to point to a keyed data page

D. Configure .AccountHolder as a reference property

Correct Answer: C

QUESTION 2

A client wants to replace the Pega 7 logo in the Case Manager and Case Worker portals. Instead of using the company logo, the client wants you to use the logos for each the company\\'s operating subsidiaries ?a user in the ABC subsidiary sees the logo for ABC, and a user in the XYZ subsidiary sees the XYZ logo.

How do you replace the Pega logo with the appropriate logo for each operating subsidiary?

A. Create a portal header for each division

B. Create a skin for each division

C. Create a portal record for each division

D. Create a harness for each division

Correct Answer: A

QUESTION 3

DRAG DROP

Organize each rule in the appropriate layer of the Enterprise Class Structure (ECS).

Select and Place:

ECS Layer

| Organization |
| Framework |
| Division |
| Implementation |

Answer Area

ECS Layer	Rule
	An email confirmation for mortgage applications sent within two hours of receipt
	A service level rule that defines expected response times for all applications in a department
	A standard business process expected to be extended for specific application requirements
	A property that defines a standard customer account number used throughout an organization

Correct Answer:

ECS Layer

| |
| |
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| |

Answer Area

ECS Layer	Rule
Implementation	An email confirmation for mortgage applications sent within two hours of receipt
Division	A service level rule that defines expected response times for all applications in a department
Framework	A standard business process expected to be extended for specific application requirements
Organization	A property that defines a standard customer account number used throughout an organization

QUESTION 4

A company with multiple applications spanning different business units wants to send a standard confirmation email whenever a case is created.

In which layer of the Enterprise Class Structure (ECS) do you apply the email correspondence?

A. Unit

B. Division

C. Implementation

D. Enterprise

Correct Answer: D

QUESTION 5

An application contains a rule with an Apply to: class of TGB-HRApps-Work-Review in a locked ruleset. When updating the application, you save the existing rule into a new minor version of the ruleset this time applied to class TGB so it can be used by more than one application.

How do you prevent the application from using the rule in TGB-HRApps-Work-Review?

A. Save an additional new version of the rule applied to TGB and set the availability of the rule to "Final"

B. Save an additional new version of the rule applied to TGB-HRApps-Work-Review and set the availability of the rule to "Withdrawn"

C. Save an additional new version of the rule applied to TGB-HRApps-Work-Review and set the availability of the rule to "Not available"

D. Save an additional new version of the rule applied to TGB-HRApps-Work-Review and set the availability of the rule to "Blocked"

Correct Answer: B

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