



# PEGAPCBA84V1<sup>Q&As</sup>

Pega Certified Business Architect (PCBA) 84V1

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### QUESTION 1

A pre-approval mortgage case type collects applicant information and real estate property details. Which field type stores and displays an applicant's mortgage loan amount correctly?

- A. Decimal
- B. Picklist
- C. Currency
- D. Integer

Correct Answer: C

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### QUESTION 2

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process.

What task do you perform to implement this requirement?

- A. In the Employment Information process validate card type for continued processing.
- B. In the Employment Information process add an Approve/Reject step to test the card type.
- C. In the Employment Information process add a custom condition to test the card type.
- D. In the Employment Information process add a card type true/false field to a user view.

Correct Answer: D

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### QUESTION 3

#### HOTSPOT

In the first design sprint, during the initial workshop with an airline, you obtain several deliverables and outcomes. In the Answer area, identify the output type for each deliverable or outcome.

Hot Area:

**Answer Area****Deliverable/Outcome**

The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"

Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight

The airline wants to increase airline ticket sales by creating a customer loyalty program.

**Output Type**

Long-term goal  
Solution prototype  
Journey/process maps, diagrams, and empathy maps  
Problem/opportunity statements  
User-testing results

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**QUESTION 4**

A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved.

Select the case type relationship that satisfies the requirement.

- A. Make credit check a spin-off case of credit card request.
- B. Make credit card request a child case of credit check.
- C. Make both loan request and credit check top cases.
- D. Make credit check a child case of credit card request.

Correct Answer: D



### QUESTION 5

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

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

Correct Answer: AD

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