



PEGAPCBA84V1^{Q&As}

Pega Certified Business Architect (PCBA) 84V1

Pass Pegasystems PEGAPCBA84V1 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/pegapcba84v1.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by
Pegasystems Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

Consider the following user story:

As a customer, I want to be able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

- A. Configure the Cancel button on the user views to resolve the case.
- B. Add an alternate stage to the case life cycle.
- C. Add a case wide action to the case workflow.
- D. Add a stage-only action to each stage in the case workflow.

Correct Answer: C

QUESTION 2

In a purchase order case the vendor assigned might not respond to a customer query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

- A. Set the goal to be the required response time based on policy and send notifications to both parties.
- B. Set the deadline to be the required response time based on policy and send notifications to both parties.
- C. Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: BD

QUESTION 3

DRAG DROP

A bank wants to allow customers to deposit checks through their mobile phones. The check amount, bank routing number, and payer account number are scanned and sent to a check clearinghouse for processing. Select each description on the left and drag it to the appropriate Three Pillars element on the right.

Select and Place:



Description	Answer Area	
Mobile	<u>Description</u>	<u>Three Pillars Element</u>
Check clearinghouse		Microjourney
A customer can deposit check through their mobile phone		Persona
Customer		Channel
Payer account number		Data
		Interface

Correct Answer:

Description	Answer Area	
	<u>Description</u>	<u>Three Pillars Element</u>
	Check clearinghouse	Microjourney
	Customer	Persona
	A customer can deposit check through their mobile phone	Channel
	Mobile	Data
	Payer account number	Interface

QUESTION 4

DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

Select and Place:



Description	Answer Area								
A collection of related values that makes up a single employee record	<table border="1"><thead><tr><th>Description</th><th>Field Type</th></tr></thead><tbody><tr><td></td><td>Picklist</td></tr><tr><td></td><td>Field group</td></tr><tr><td></td><td>Field group list</td></tr></tbody></table>	Description	Field Type		Picklist		Field group		Field group list
Description	Field Type								
	Picklist								
	Field group								
	Field group list								
A collection of applicable discount codes									
A collection of shipping addresses associated with a customer account									

Correct Answer:

Description	Answer Area								
	<table border="1"><thead><tr><th>Description</th><th>Field Type</th></tr></thead><tbody><tr><td>A collection of related values that makes up a single employee record</td><td>Picklist</td></tr><tr><td>A collection of applicable discount codes</td><td>Field group</td></tr><tr><td>A collection of shipping addresses associated with a customer account</td><td>Field group list</td></tr></tbody></table>	Description	Field Type	A collection of related values that makes up a single employee record	Picklist	A collection of applicable discount codes	Field group	A collection of shipping addresses associated with a customer account	Field group list
Description	Field Type								
A collection of related values that makes up a single employee record	Picklist								
A collection of applicable discount codes	Field group								
A collection of shipping addresses associated with a customer account	Field group list								

QUESTION 5

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

- A. Route to a work group based on the location.
- B. Route the request to a manager who assigns the agent.
- C. Route requests to a skilled work group.
- D. Route to a skilled member of a work group.

Correct Answer: C

[PEGAPCBA84V1 PDF Dumps](#)

[PEGAPCBA84V1 Practice Test](#)

[PEGAPCBA84V1 Exam Questions](#)