



PEGAPCBA84V1^{Q&As}

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QUESTION 1

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days. To meet this requirement, you must set the _____ in the service level to five days.

- A. deadline
- B. priority
- C. urgency
- D. goal

Correct Answer: A

QUESTION 2

DRAG DROP

A team is developing a new customer-focused application. The team wants to achieve the maximum benefits of application adoption. Select each example on the left and drag it to the appropriate design concept on the right.

Select and Place:

The screenshot shows a drag-and-drop interface with two main sections: 'Examples' on the left and 'Answer Area' on the right. The 'Examples' section contains five text boxes with the following descriptions:

- The team collects information about customer challenges and needs.
- The customer performs a click-through to ensure that the application is working as designed.
- The team uses a low-code theme and visual best practices to create a consistent customer experience.
- The team creates whiteboard designs of preliminary solution ideas.
- The team clarifies, refines, and prioritizes customer, business, and technical objectives.

The 'Answer Area' section is titled 'Example' and contains five dashed boxes. To the right of these boxes is a list of 'Design concepts':

- Design systems
- Prototyping
- User research
- Goal alignment
- User testing

Correct Answer:



Examples	Answer Area	Design concepts
	Example The team creates whiteboard designs of preliminary solution ideas.	Design systems
	The team uses a low-code theme and visual best practices to create a consistent customer experience.	Prototyping
	The team collects information about customer challenges and needs.	User research
	The team clarifies, refines, and prioritizes customer, business, and technical objectives.	Goal alignment
	The customer performs a click-through to ensure that the application is working as designed.	User testing

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	Three Pillars Element						
Mobile	<table border="1"> <thead> <tr> <th>Description</th> </tr> </thead> <tbody> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> </tbody> </table>	Description						Microjourney
Description								
Check clearinghouse	Persona							
A customer can deposit check through their mobile phone	Channel							
Customer	Data							
Payer account number	Interface							

Correct Answer:



Description	Answer Area												
	<table border="1"><thead><tr><th>Description</th><th>Three Pillars Element</th></tr></thead><tbody><tr><td>Check clearinghouse</td><td>Microjourney</td></tr><tr><td>Customer</td><td>Persona</td></tr><tr><td>A customer can deposit check through their mobile phone</td><td>Channel</td></tr><tr><td>Mobile</td><td>Data</td></tr><tr><td>Payer account number</td><td>Interface</td></tr></tbody></table>	Description	Three Pillars Element	Check clearinghouse	Microjourney	Customer	Persona	A customer can deposit check through their mobile phone	Channel	Mobile	Data	Payer account number	Interface
Description	Three Pillars Element												
Check clearinghouse	Microjourney												
Customer	Persona												
A customer can deposit check through their mobile phone	Channel												
Mobile	Data												
Payer account number	Interface												

QUESTION 4

A retail company wants to provide a tracking tool for customers to enter their order number and see the order status, package location, and estimated delivery date. A small number of customers have requested a visualization tool that allows them to see a map with the path their package has traveled.

Which option fits the scope for the minimum lovable product (MLP) based on Pega best practices?

- A. A view that presents the order status and delivery date details
- B. A view where the customer can enter their order number
- C. A view that presents the order status, delivery date details, and a map with the path the package has traveled
- D. A view that updates with order status and delivery date details when the customer enters the order number

Correct Answer: D

QUESTION 5

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

Correct Answer: B



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