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QUESTION 1

You are designing a medical claim case type and have the following within five days. To meet this requirement, you must set the	·
A. deadline	
B. priority	
C. urgency	
D. goal	

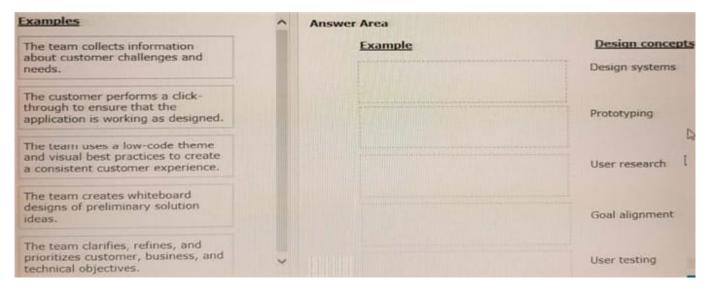
QUESTION 2

Correct Answer: A

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.

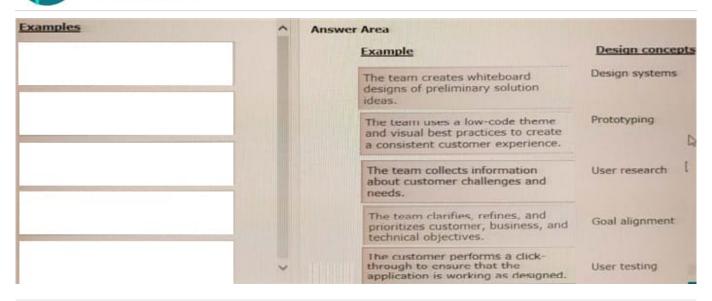
Select and Place:



Correct Answer:

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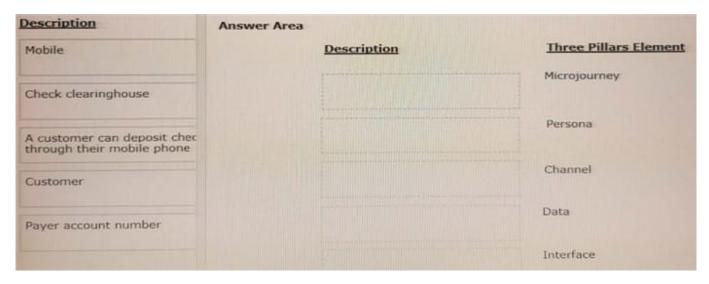


QUESTION 3

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:



Correct Answer:



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Description	Answer Area		
		Description	Three Pillars Element
		Check clearinghouse	Microjourney
		Customer	Persona
		A customer can deposit chec 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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