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QUESTION 1

A customer refund case type requires an auditor to receive an email if the refund is greater than twice the price of the item. Which participant role do you select to configure this requirement?

A. Customer

B. Work queue

C. Interested individual

D. Owner

Correct Answer: B

QUESTION 2

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 3

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 4

Choose two use cases that require the configuration of conditional paths within the case type. (Choose Two)

A. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.

B. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.

C. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.

D. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.

Correct Answer: BD

QUESTION 5

Consider the following user story:

As a policyholder, I want to add a vehicle operator to my insurance policy so I can extend coverage to the added operator.

Which two questions help you define the fields for the user view? (Choose Two)

A. Will field information about the operator be stored in an external database?

B. How do the fields for the operator need to be displayed?

C. Do the fields about the operator need to be displayed in multiple languages?

D. What fields does the account owner need to see to add an operator?

Correct Answer: A

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