



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

Pega Certified Business Architect (PCBA) 84V1

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### 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

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### 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

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### QUESTION 3

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

#### 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

##### 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**

<u>Deliverable/Outcome</u>	<u>Output Type</u>
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results
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	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results
The airline wants to increase airline ticket sales by creating a customer loyalty program.	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results

Correct Answer:



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

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