



# PEGAPCDC85V1<sup>Q&As</sup>

Pega Certified Decisioning Consultant (PCDC) version 8.5

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### QUESTION 1

U+ Bank uses a scorecard rule in a decision strategy to compute the mortgage limit for a customer. U+ Bank updated their scorecard to include a new property in the calculation: customer income.

What changes do you need to make in the decision strategy for the updated scorecard to take effect?

- A. Remap the scorecard property in the decision strategy for the change to take effect.
- B. Add a new Group By component for the mortgage limit calculation.
- C. The score calculation is independent of the strategy and no change is required.
- D. A new proposition filter needs to be configured in the strategy to filter on customer income.

Correct Answer: D

### QUESTION 2

MyCo, a mobile company, uses Pega Customer Decision Hub™ to display offers to customers on its website. The company wants to present more relevant offers to customers based on customer behavior. The following diagram is the action hierarchy in the Next- Best-Action Designer.



The company wants to present offers from both the groups and arbitrate across the two groups to select the best offer based on customer behavior.

As a decisioning consultant, what do you configure to select the best offer from both groups based on customer behavior?

- A. Enable an action value in the prioritization formula.
- B. Ensure that the propensity is enabled in Arbitration tab.
- C. Create a prioritization decision strategy at the Group-level.
- D. Create an adaptive model rule at the Issue-level.

Correct Answer: A



### QUESTION 3

The U+ Bank marketing department wants to leverage the next-best-action capability of Pega Customer Decision Hub on its website to promote new offers to each customer. Place the events in the sequential order.

Select and Place:

Events	Event order
The website loads the account page with the content returned by Customer Decision Hub.	
Customer Decision Hub evaluates offers from the associated issue/group.	
The website invokes the real-time container before loading the account page.	
Customer Decision Hub returns the resulting offer details to the website.	

Correct Answer:

Events	Event order
	Customer Decision Hub evaluates offers from the associated issue/group.
	The website loads the account page with the content returned by Customer Decision Hub.
	Customer Decision Hub returns the resulting offer details to the website.
	The website invokes the real-time container before loading the account page.

### QUESTION 4

To reference a customer property in a strategy, you need to prefix the property name with the keyword\_\_\_\_\_.

- A. \\\"' .\\\"'
- B. "Customer."
- C. "Data."
- D. No prefix. Use directly the property name.

Correct Answer: A

### QUESTION 5

Myco, a telecom company, has recently implemented Pega Customer Decision HubTM. Now, the company wants to



move away from traditional marketing and leverage the always-on outbound capabilities.

What artifact do you configure to translate the traditional segments used to identify the target audience?

- A. Engagement policies and Arbitration
- B. Contact policies
- C. Segmentation
- D. Audience

Correct Answer: A

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