



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

Pega Certified Decisioning Consultant (PCDC) version 8.5

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### QUESTION 1

A customer contacts a bank to resolve a credit card dispute. After dispute resolution, Next- Best-Action displays a set of sales offers that a Customer Service Representative can present to the customer.

Which feature of Next-Best-Action helps the Customer Service Representative decide on the offer to present to the customer?

- A. Call intent detection
- B. Offers ranking
- C. Dispute handling strategy
- D. Interaction history

Correct Answer: C

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### QUESTION 2

What is the name of the property that is automatically recomputed for each decision component?

- A. Rank
- B. Priority
- C. Order
- D. Propensity

Correct Answer: A

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### QUESTION 3

As a decisioning consultant, you advise the board on the business issues for which they must use the Next-Best-Action strategy.

Which three business issues do you recommend? (Choose Three)

- A. Collections
- B. Service
- C. Retention
- D. Resource Planning
- E. Accounting

Correct Answer: ACE

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**QUESTION 4**

U+ Bank, a retail bank, has introduced a credit cards group with Gold card and Platinum card offers. The bank wants to present these two offers based on the following criteria:

- For both cards, customers must be above the age of 18
- Offer both cards only if the customer does not explicitly opt-out of any direct marketing for credit cards
- Platinum card is suitable for customers with the Credit Score > 500

As a decisioning consultant, how do you implement this requirement? In the Answer Area, select the correct engagement policy for each criterion.

Hot Area:

Answer Area									
Criteria	Engagement policy								
Age	<table border="1"> <tr><td>Action-level suitability</td><td></td></tr> <tr><td>Action-level applicability</td><td></td></tr> <tr><td>Group-level eligibility</td><td></td></tr> <tr><td>Group-level applicability</td><td></td></tr> </table>	Action-level suitability		Action-level applicability		Group-level eligibility		Group-level applicability	
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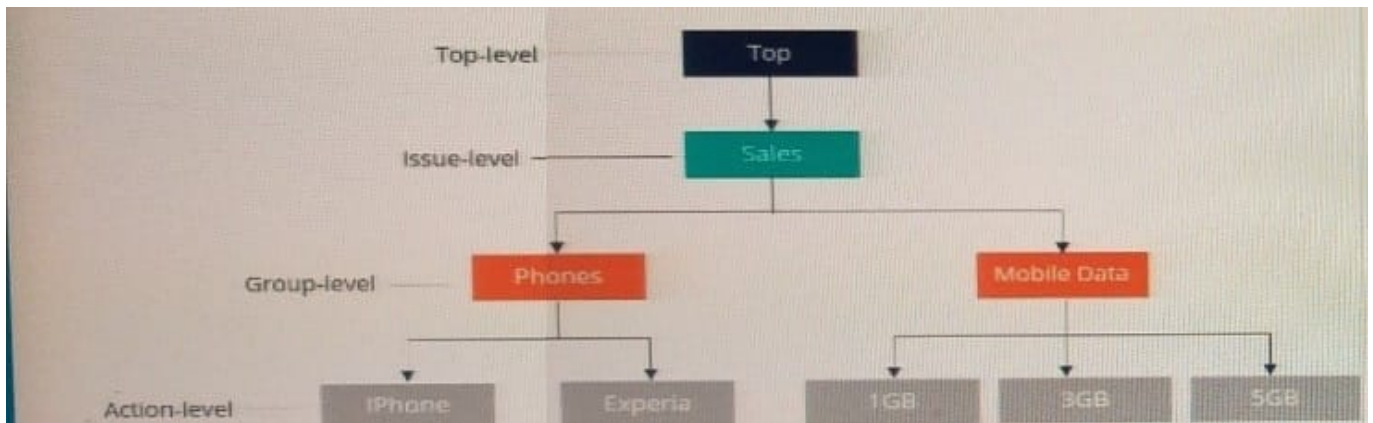
Correct Answer:

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### QUESTION 5

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

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