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Pega Certified Decisioning Consultant (PCDC) version 8.5

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QUESTION 1

MyCo, a telecom company, wants to send promotional emails to give away phone accessories. The accessories can only be given away in batches of 50. When the stock in a batch is completed, a new batch can be promoted again.

You have decided to use volume constraint to limit the number of actions in a batch. To meet the business requirement, what Reset Interval setting do you select?

- A. When accessed
- B. Manual
- C. Daily
- D. Reset Interval does not matter for this scenario

Correct Answer: C

QUESTION 2

U+ Bank, a retail bank, presents various credit card offers to its customers on its website. The bank uses artificial intelligence (AI) to prioritize the offers based on customer behavior. Since introducing the Gold credit card offer, the offer click through rate propensity has increased to 0.83.

What does the increase in the propensity value most likely indicate?

- A. Similar customers have ignored the offer.
- B. Similar customers have shown interest in the offer.
- C. Similar customers have rejected the offer.
- D. Similar customers have purchased other offers.

Correct Answer: D

QUESTION 3

To which types of decisions can Pega Customer Decision Hub™ be applied?

- A. Determining how to retain a customer
- B. Determining why response rates for a campaign in one region are below average
- C. Determining how to optimize the product portfolio to increase market share
- D. Determining the cause of a customer's problem

Correct Answer: B



QUESTION 4

An outbound run identifies 150 Standard card offers, 75 on email, and 75 on the SMS channel.

> Maximum 100 Daily with Channel: Action: StandardCard	100 remaining	<input type="checkbox"/>	⋮
> Maximum 75 Daily with Channel: Email	75 remaining	<input type="checkbox"/>	⋮
> Maximum 75 Daily with Channel: SMS	75 remaining	<input type="checkbox"/>	⋮

If the following volume constraint is applied, how many actions are delivered by the outbound run?

- A. 75 emails 25 SMSes
- B. 75 SMSes and 25 emails
- C. 100
- D. 150

Correct Answer: B

QUESTION 5

U+ Bank, a retail bank, wants to include offer related images in the emails that they send to their qualified customers. As a decisioning consultant, what best practice must you follow to include images in the emails?

- A. Provide links to images in the email
- B. Host images on an external server
- C. Embed images in the email directly
- D. Attach images to the email

Correct Answer: A

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