



PEGAPCSA80V1_2019^{Q&As}

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QUESTION 1

An order fulfillment case type allows a customer to update user profile information during the order placement stage. The user profile consists of the following three pages: Account ID and password Customer contact information A list of open orders with status of each order

How do you configure the case type to allow customers to update any of the user profile pages at any time during case processing?

- A. Add a set of optional actions to the case workflow.
- B. Add an alternate stage to the case life cycle.
- C. Add an optional process to the case workflow.
- D. Add a button for each profile page to each assignment.

Correct Answer: A

QUESTION 2

You are designing a credit transaction case type and have the following requirement: Transaction disputes must be resolved within 3 days. To meet this requirement, you need to set the _____ in the service level to 3 days.

- A. deadline
- B. goal
- C. urgency
- D. passed deadline

Correct Answer: A

QUESTION 3

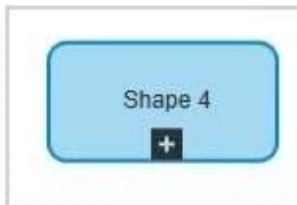
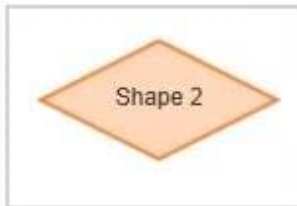
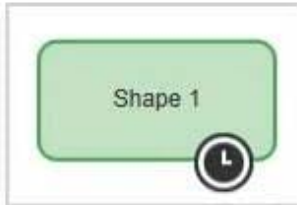
DRAG DROP

Select each Flow Shape on the left and drag it to the correct Use Case on the right.

Select and Place:



Flow Shape



Flow Shape



Use Case

Call a decision rule to determine the course of flow processing based on case data.

Present a form to the user to provide or review information about a case.

Execute a subprocess, then return to the current process.

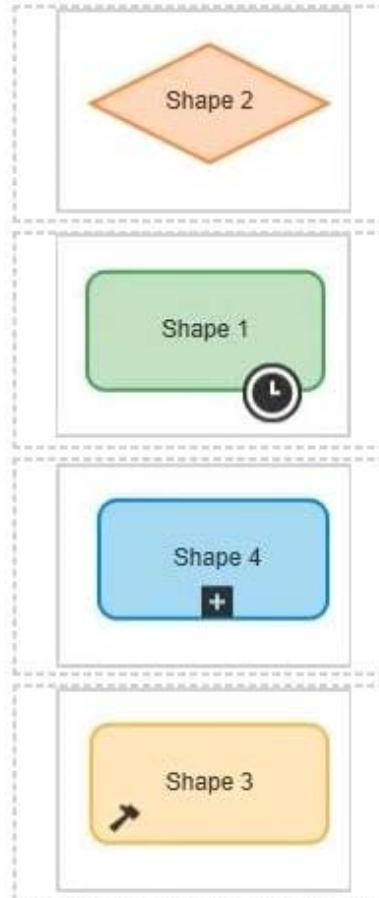
Perform an automated system action on a case.

Correct Answer:



Flow Shape

Flow Shape



Use Case

Call a decision rule to determine the course of flow processing based on case data.

Present a form to the user to provide or review information about a case.

Execute a subprocess, then return to the current process.

Perform an automated system action on a case.

Reference: https://community.pega.com/sites/default/files/help_v731/case-management/process-modeler/cm-flow-shapes-ref.htm

QUESTION 4

A requirement for a hotel reservation case type states that as customers change their room selection, the total cost of the reservation updates. How do you satisfy this requirement?

- A. Configure a Validate rule for the room selection step.
- B. Apply a Disable when condition to the total cost field.
- C. Add a When condition to the room selection step.
- D. Define a declare expression for the total cost field.

Correct Answer: C

QUESTION 5



A car insurance quote request requires a view for potential customers to enter information to process the request. What are the primary considerations to make before you configure fields in the view?

- A. The fields users need to see, if the field is required, and where data is sourced from
- B. The fields users need to see, where data is sourced from, and how users enter values
- C. The fields users need to see, how users enter values, and if the fields are required
- D. The fields users need to see, if the field is required, and if the fields include a date type

Correct Answer: D

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