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QUESTION 1

The business process for an automobile insurance claim consists of the following phases:

Submission: The customer contacts a customer service representative (CSR) to file the claim.

Review: An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs.

Repair: A third party performs the repairs on each vehicle, communicating with the adjuster and customer as necessary.

Verification: After each vehicle repair, the adjuster closes the claim.

According to Pega best practices, which phase can you implement as a child case?

- A. Verification
- B. Submission
- C. Review
- D. Repair

Correct Answer: D

QUESTION 2

In which three situations can you use a data transform? (Choose Three)

- A. To set the destination location as the arrival location
- B. To create a new property after case creation
- C. To set the default arrival date to five days in the future
- D. To copy the first and last name properties into a single property value
- E. To perform an action that allows the user to update a reservation

Correct Answer: CDE

QUESTION 3

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

- A. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.



- B. An accountant wants to list the largest order for the last month, for each customer account.
- C. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.
- D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

Correct Answer: AC

QUESTION 4

Before development, your team creates a spreadsheet with work items to populate the backlog. All work items that describe business requirements are prioritized as Must have. You also create work items to address:

A future enhancement request to group a set of existing steps into a multistep form

A drop-down list that is missing one of the required options -- This work item is in progress because the missing option prevents work from being done

How do you populate the backlog directly from the spreadsheet?

- A. Create bugs
- B. Create feedback
- C. Import stories
- D. Create stories

Correct Answer: C

QUESTION 5

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list and descends in order.

How do you design the report definition to support this requirement?

- A. Add a filter condition where Create Date is greater than the current date.
- B. Make the Create Date the first column in the report.
- C. Select Highest to Lowest sort type for Create Date.
- D. Select Lowest to Highest sort type for Create Date.

Correct Answer: C



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