



# PEGAPCSA84V1<sup>Q&As</sup>

Pega Certified System Architect (PCSA) 84V1

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### QUESTION 1

In an insurance claim application, you have the following requirement: All claims must be resolved within 1 week. To meet this requirement you configure a service level. Where should the service level be configured?

- A. The process
- B. The stage
- C. The case type
- D. The step

Correct Answer: A

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### QUESTION 2

A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved. Select the case type relationship that satisfies the requirement.

- A. Make credit card request a child case of credit check.
- B. Make credit check a spin-off case of credit card request.
- C. Make credit check a child case of credit card request.
- D. Make both loan request and credit check top cases.

Correct Answer: B

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### QUESTION 3

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

- A. Add each vehicle claim as a child case of the accident claim.
- B. Add a manual approval step to the accident claim case.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.

Correct Answer: AD

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**QUESTION 4**

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?



- A. Replace the Wait step in the Item Return stage with a Change Stage step.
- B. Add a condition to skip the Item Return stage when a return is not necessary.
- C. Add an Item Retention alternate stage and define a process for retention of item.
- D. Add a decision in the Item Return process to change the stage when a return is not necessary.

Correct Answer: B

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**QUESTION 5**

You are implementing a data entry screen to include an asset ID field to track company equipment. All asset IDs are eight characters in length. The first three characters are letters followed by a five-digit number. Which validation approach restricts entries for the asset ID field to the required format?

- A. Validate rule
- B. Min/Max characters
- C. Text data type
- D. Edit Validate rule

Correct Answer: D



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