



# PEGAPCSA87V1<sup>Q&As</sup>

Pega Certified System Architect (PCSA) 87V1

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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: C

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### QUESTION 2

A requirement states: When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount. Select the case type relationship that satisfies the requirement.

- A. Configure hotel review as a spin-off case of the checkout request.
- B. Configure checkout request as a child case of hotel review.
- C. Configure both checkout request and hotel review as top-level cases.
- D. Configure hotel review as a child case of the checkout request.

Correct Answer: D

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### QUESTION 3

In the first step in a case type, the user compares data on a form to the data on a customer account. If the data matches, the case is resolved. If the data does not match, the user advances the case to update the account. Management only wants a record of the cases that update an account. What two configuration options do you use to implement this requirement ? (Choose Two)

- A. Add a persist case shape after the first step.
- B. Configure the starting flow to instantiate the case type as a temporary case.
- C. Apply a when condition to the first step to persist only cases requiring updates.
- D. Configure the first step to instantiate the case type as a temporary case.

Correct Answer: CD

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### QUESTION 4



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Which business need do you address through delegation?

- A. A service representative must attach the appropriate form when emailing a customer
- B. A risk officer wants to adjust the income threshold for automobile loans.
- C. A care supervisor wants to authorize a second opinion for an insurance claim.
- D. A general manager must approve catering proposals that exceed EUR5000

Correct Answer: B

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#### QUESTION 5

Consider the following scenario: - During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview.

Next, an email confirmation is sent to the candidate.

During the interview, the hiring manager captures notes from the discussion.

Finally, the candidate is assigned a technical exercise and the results are added to the case.

Select two step names that follow the guidelines for identifying and naming the steps in the process. (Choose Two)

- A. Notify Candidate
- B. Ask Questions
- C. Schedule Interview
- D. Technical Exercise

Correct Answer: AB

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