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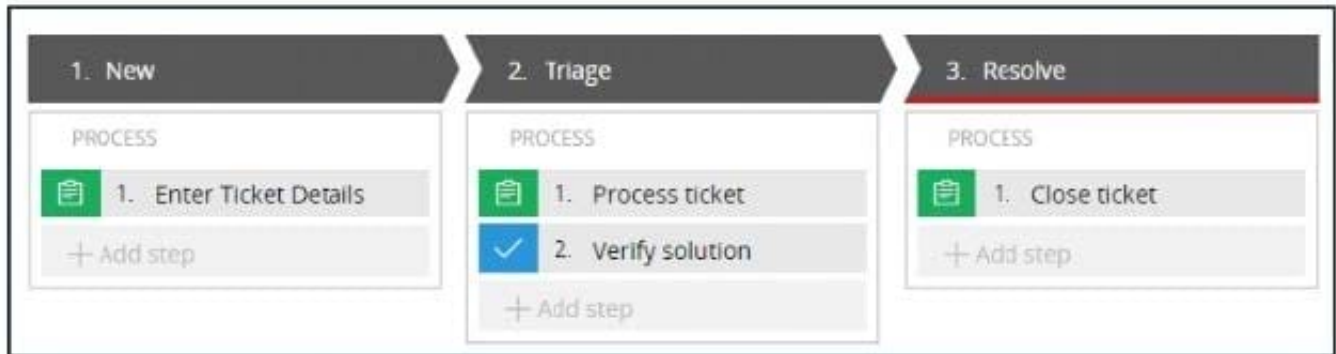Following Questions and Answers are all new published by Pegasystems Official Exam Center

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QUESTION 1

A help desk ticket case type is defined as follows:

If the Process ticket step is configured to set the status to Pending-Triage, when is the status of the case set to Pending-Triage?

A. When the Triage stage starts

B. When the Process ticket step completes

C. When the Enter Ticket Details step completes

D. When the Process ticket step starts

Correct Answer: D

QUESTION 2

You want to unit test a rule. To ensure that the rule executes as intended, you need to populate the clipboard with valid data. Which two options allow you to populate the clipboard before testing the rule? (Choose Two)

A. Configure an assertion to define the required data.

B. Configure a validate rule to populate the needed data.

C. Run a data transform to create the test page.

D. Copy data from an existing clipboard page.

Correct Answer: CD

QUESTION 3

A customer refund case type requires that an auditor receives an email notification if the refund is greater than twice the price of the item. Which participant role do you select to configure this requirement?

A. Customer

B. Interested individual

C. Owner

D. Work queue

Correct Answer: B

QUESTION 4

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does assignment urgency impact the deadline and passed deadline intervals?

A. Urgency value remains at 100, but other service level processing continues.

B. Urgency value continues to increment as configured.

C. Service level processing is halted until the assignment is completed.

D. The user is notified that the maximum urgency has been reached.

Correct Answer: A

QUESTION 5

DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

Select and Place:

Correct Answer:

Description

Answer Area

Description	Field Type
A collection of applicable discount codes	Picklist
A collection of related values that makes up a single employee record	Field group
A collection of unique shipping addresses associated with a customer account	Field group list