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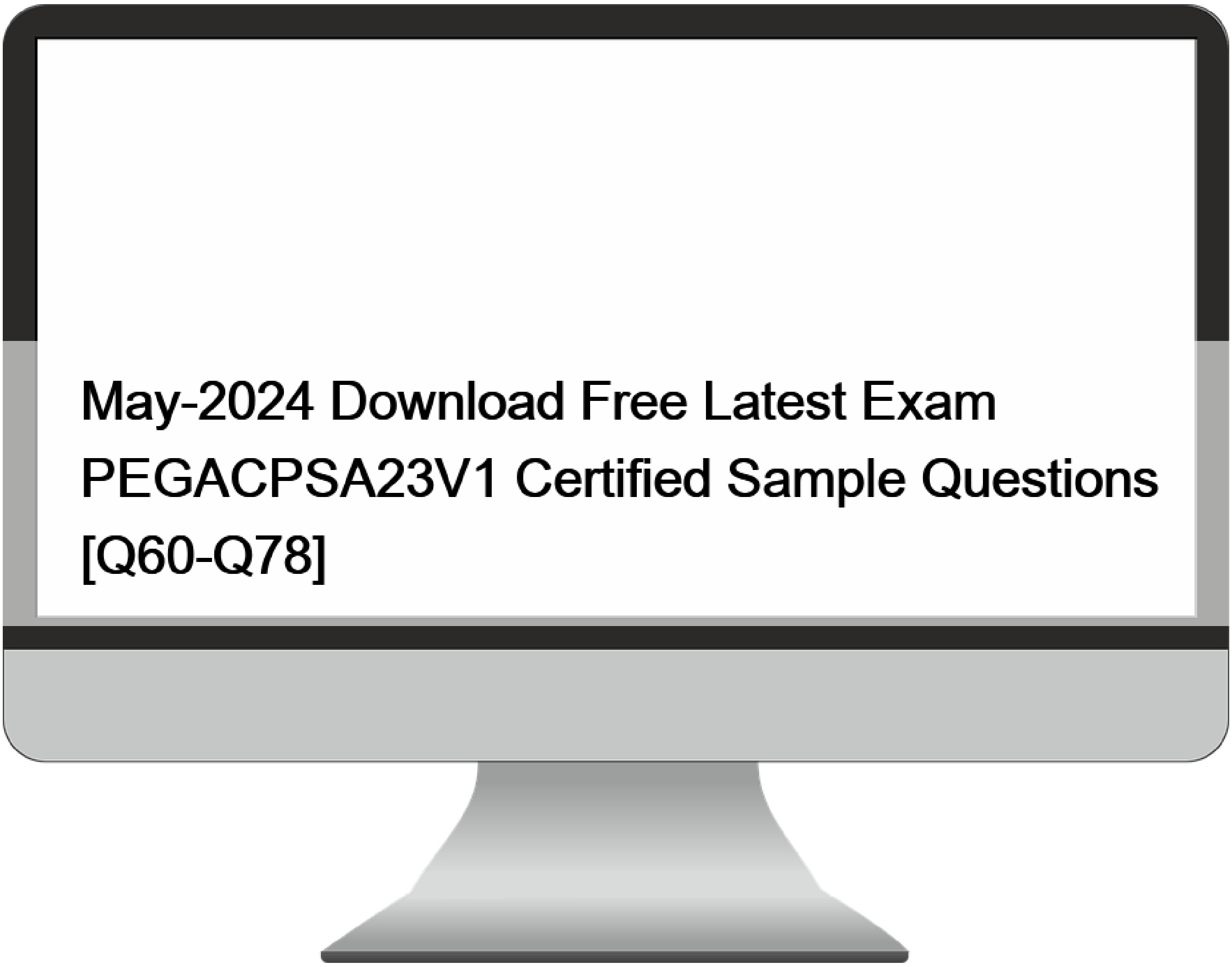

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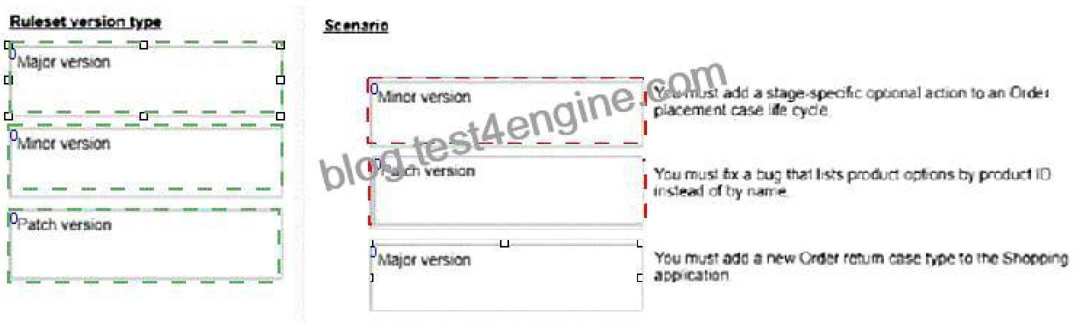
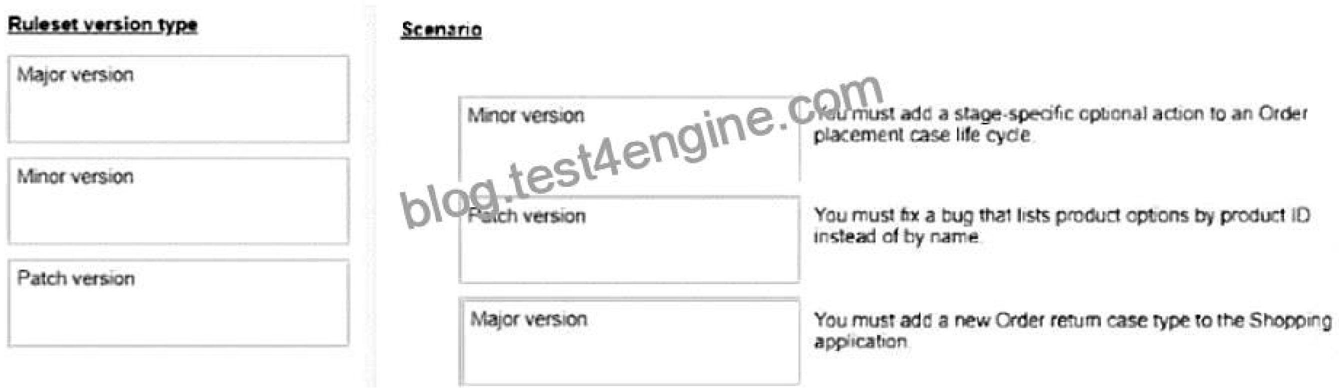
How do you route an assignment so that any available member of the department can perform the task?
* Route the assignment to a work list.
* Route the assignment to the admin user
* Route the assignment separately to all members.
* Route the assignment to a work queue.

QUESTION 61

DRAG DROP

Drag the appropriate ruleset version type on the left to the corresponding scenario on the right.





QUESTION 62

Which two components on the Case Designer can users assign to a minimum lovable product (MLP) release for project sizing purposes? (Choose Two)
* An automation
* A mobile User Portal
* An approval decision
* An external system of record (SOR)

QUESTION 63

The page .Product contains data retrieved from an external system of record using a data. How do you ensure.Product always contains the most current data from the data page?

* Select Refer to a data page on .Product.
* Define a reference property that refers to the data page.
* Configure .Product to refer to a keyed data page.
* Select Copy data from a data page on .Product.

QUESTION 64

Users must provide values to certain fields before submitting a job application form. Which configuration adds asterisks to indicate the mandatory fields on the form?
* Use an Edit Validate rule to verify if each of the mandatory properties has a value.
* Configure the mandatory fields as Always Required on the form at runtime.
* Use a Validate rule to verify the mandatory fields have a value.
* Configure a Disable when condition on the mandatory fields at runtime.
To indicate mandatory fields on a form with asterisks, the correct approach is:

B: Configure the mandatory fields as Always Required on the form at runtime. This setting directly influences how fields are displayed on UI forms, including the automatic addition of asterisks to visually indicate that these fields must be filled out before submission. This approach does not involve validation rules, which are for data integrity checks post-entry, but rather it ensures user awareness of required inputs from the onset.

QUESTION 65

Depending upon the purchase request amount, approvals cascade from the users to a loan officer, then to a director and finally to a vice president. The loan officer is the user’s manager. The director is the loan officer’s manager. The vice president is the director’s manager.Which two approaches can you use to configure the cascading approval? (Choose two)
* Approval based on Authority Matrix, with a Decision Tree rule to determine the approver(s)
* Approval based on Reporting structure and when conditions, using each operator’s reporting to manager to determine the approver(s)
* Approval based on Authority Matrix, with a Decision Table rule to determine the approver(s)
* Approval based on Reporting structure, using the workbasket manager to determine the approver(s)

QUESTION 66

What is the relationship between pyWorkPage and case data?
* pyWorkPage contains only the data entered by users while creating and processing a case.
* pyWorkPage contains all the data pages accessed while creating and processing a case.
* pyWorkPage contains only the data generated by the system while creating and processing a case.
* pyWorkPage contains all the case data generated while creating and processing a case.
pyWorkPage is a central concept in Pega, serving as the primary page that contains all the data associated with a particular case as it is being created and processed:

D: pyWorkPage contains all the case data generated while creating and processing a case. This page acts as the primary clipboard page for a case, holding all data entered by the user, data generated by the system, and data that might be populated from other sources or data pages throughout the case lifecycle. It essentially serves as the working memory for the case instance.

QUESTION 67

As part of the case design, after someone completes a purchase, the application should send a confirmation email. How do you design the case life cycle to send the email?
* As part of the stage configuration

* As an alternate stage
* As part of the case configuration
* As a separate process step

To ensure that a confirmation email is sent after a purchase is completed within a case, incorporating this functionality directly into the case life cycle is crucial. The most straightforward and effective way to achieve this is by designing it as a distinct step in the process.

* D. As a separate process step: Adding the action of sending a confirmation email as a separate process step immediately following the completion of a purchase allows for clear, logical sequencing in the case design. This approach ensures that the email is sent as an integral part of the case progression, directly linked to the purchase completion event.

Configuring it as part of the stage configuration (A) or as an alternate stage (B) might not provide the direct, immediate linkage to the purchase completion action that is necessary for timely email dispatch. Considering it as part of the general case configuration (C) is too broad and does not specify where in the case life cycle the email should be sent.

QUESTION 68

A list report includes columns for purchase requests and regional cost centers. A manager wants there report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

* Use the purchase requests column to group the cost centers.
* Filter the results so that the report includes only cost center and purchase requests.
* Summarize the purchase requests column by count.
* Summarize the regional cost centers by count.

QUESTION 69

You are asked to create a visualization that allows managers in the Customer Service division to track the number and status of Customer Support Request cases submitted over the last 30 days.

What is the process that you follow to create this visualization?

* Create a new report on the Data landing page.
* Add a report widget to a portal on the Explore data landing page.
* Add a new portal on the Channels landing page.
* Create a new Insight on the Explore data landing page.

To create a visualization for managers to track the number and status of Customer Support Request cases:

D: Create a new Insight on the Explore data landing page. Insights in Pega allow you to create visual representations of data, which can include reports and dashboards. Managers can use these insights to track case metrics over specified time frames, such as the last 30 days.

QUESTION 70

An internet provider has a quiz that gives customers a recommended internet speed based on their typical internet use. The questions differ based on the selections that the customer makes, for example, whether they are seeking a recommendation for a residence or a business.

Once the customer completes the quiz, how do you determine the recommended internet speed?

* Configure a decision table
* Configure a view with the quiz questions
* Configure a decision tree

* Configure a process with multiple decision shapes
For an internet provider’s quiz designed to recommend internet speeds based on varying customer usage profiles, including differentiating between residential and business needs, employing a decision mechanism that efficiently handles multiple input factors is key.

* A. Configure a decision table: Decision tables are ideal for scenarios where the output (recommended internet speed) depends on multiple conditions (quiz answers about internet use). They offer a clear, concise way to map various combinations of inputs to their corresponding outputs, making it easy to update and manage as new conditions or outcomes are introduced. This configuration supports dynamic and nuanced decision-making based on customer responses.

Configuring a view with quiz questions (B) is necessary for collecting inputs but does not determine the outcome. A decision tree (C) could also be used but might become complex with multiple branching conditions. A process with multiple decision shapes (D) could handle the logic but may be less efficient and harder to maintain than a decision table.

QUESTION 71

You have been asked to create a pie chart that shows the number of cases each manager has created. A list report contains columns for manager name, case ID, and office. How do you configure the list report in order to create the pie chart?
* Group the case ID column.
* Group the manager name column.
* Summarize the manager name column.
* Summarize the case ID column
To configure a pie chart that displays the number of cases each manager has created using a list report:

B: Group the manager name column. Grouping the report by the manager name column aggregates the data such that each manager’s entry shows the count of cases they have created. This configuration provides the necessary data structure for a pie chart visualization, where each slice represents a manager and their corresponding case count.

QUESTION 72

Which requirement is fulfilled by configuration a field value?
* Service agents are able to enter feedback in multiple languages.
* A global hotel chain application can display current amenities in 23 languages.
* Customers can add an unlimited number of items to an online shopping card.
* A government official can enter comments that require location.

QUESTION 73

You are implementing a Ul form collecting job applicant information. Users must provide values to certain fields before submitting the form. Which configuration adds asterisks to indicate the mandatory fields on the form?
* Use a Validate rule to verify the mandatory fields have a value
* Configure the mandatory fields as Required in the section rule
* Use multiple Validate rules for each mandatory field
* Use an Edit Validate rule to verify if each of the mandatory properties has a value

QUESTION 74

What are two attributes of application level security? (Choose two.)
* Create password and authentication policies.
* Identify authorized users who need access to the application.

* Set up security roles for personas in each case type.
* Prevent users from viewing features that they should not access.

Attributes of application level security typically involve measures that protect the application’s data and features according to defined security policies:

A: Create password and authentication policies. Application security includes establishing robust password policies and authentication mechanisms to ensure that only authorized users gain access to the application.

D: Prevent users from viewing features that they should not access. Application level security also involves configuring permissions and access control to ensure that users can only interact with features and data they are authorized to use, thereby protecting sensitive information and maintaining the integrity of the application.

QUESTION 75

Which piece of application content do you localize by using a Field Value rule?

* Labels and drop-down values on a section rule
* Logos or other images on a harness rule
* User instructions in a paragraph rule
* User-editable text in a correspondence rule

Field Value rules in Pega are used primarily for localizing user interface elements:

A: Labels and drop-down values on a section rule. Localizing these elements ensures that applications can adapt to different languages and regional settings, enhancing user accessibility and usability across diverse geographical locations.

QUESTION 76

An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst that joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?

* Update the Author role to include the required analyst reports.
* Create a new Analyst role with the required access.
* Add the analyst to the Manager role.
* Add the analyst to both the Author role and the Case Manager channel interface.

When a new analyst requires access similar to the Author role, plus selective reporting capabilities typically available to the Manager role, creating a tailored security profile is essential to meet specific access needs without broadly altering existing roles or access patterns.

* B. Create a new Analyst role with the required access: This approach allows for the customization of access rights to perfectly match the analyst’s job requirements. By creating a new role, you can combine the necessary permissions from the Author role with selected reporting features of the Manager role.

This method maintains the integrity and specificity of existing roles while providing a customized access level for the new analyst, ensuring that security and access control are finely tuned to individual needs.

Updating the Author role (A) would affect all employees assigned to that role, potentially granting broader access than intended. Adding the analyst to the Manager role (C) might provide too much access, including capabilities beyond the required reporting functionalities. Adding the analyst to both the Author role and the Case Manager channel interface (D) could partially address the requirement but might not precisely tailor the reporting capabilities or might introduce complexities in managing access.

QUESTION 77

To qualify for an instant loan, an applicant must earn a monthly income of at least GBP2000 and cannot exceed GBP20000 in total liability. How do you enforce these restrictions when requesting an instant loan?
* Use a Validate rule to call two Edit validate rules: one for income and one for liability.
* Use two Edit Validate rules: one for income and one for liability.
* Use a single Validate rule with two conditions: one for income and one for liability.
* Use Ul controls to validate the entries in the income and liability fields.

QUESTION 78

How do you enable field-level auditing for properties?
* Add an auditing optional action to the case workflow.
* Enable the auditing feature on the property rule forms.
* Enable field-level auditing for the case type.
* Add a field validation to the case workflow.

In Pega, enabling field-level auditing for properties is typically done through the property rule form. By enabling the auditing feature on specific property rule forms, changes to those properties are automatically tracked and recorded by the system. This setup is essential for compliance, transparency, and historical data analysis purposes, allowing organizations to monitor and audit changes to critical data fields systematically.

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