CLIPBOARD

\*\* What is Clipboard?

A) Clipboard is a temporary memory storage area which resides on server side.

It organises and presents all the pages in a memory and listing all the properties on each page and value of each property.

# \*\* What is the purpose of clipboard tool?

A) The Clipboard tool organizes and presents all the pages in memory, listing all the properties on each page and the value of each property.

It stores case related data in PyWorkPage.

It is a debugging tool that used to debug application.

It acts as an interface between UI & database

It is also used to update and add properties.

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# \*\* How can you access the clipboard in Pega?

A) You can access the clipboard in Pega through activities, flow actions, and various other rule types. The clipboard API provides methods to read, write, and manipulate data on the

clipboard.

# \*\* How the clipboard organized?

A) The Clipboard tool is accessible from the Developer toolbar and contains three areas: the header, the left pane, and the right pane

1)Header pane

2)Left pane

3)Right pane

Header Pane:

-It provides options for selecting thread to view and that selected thread corresponds to unique data.

Left Pane:

-It lists each page defined on clipboard for selected thread.

-Clipboard identifies name and class of page.

-If page contains embedded page, an expanded arrow is displayed.

Right Pane:

-It lists all the properties defined on the selected pages and values.

-Users can view data and used to edit, refresh and action buttons to update values.

## \*\* when we have parent case and child case?

A) While we run the parent case, the parent data available on pyWorkPage

when the child case runs the parent case data is available now on pyWorkCover, the child case data is available on the pyWorkPage.

After the child case completed the parent case data is moved to the pyWorkPage.

# \*\* Explain in detail about the pages in the clipboard?

A) There are four types of pages in clipboard. They are

1.SYSTEM PAGES

2.USER PAGES

3.DATA PAGES

4.LINKED PROPERTY PAGES

\* IN THESE FOUR PAGES THEY ARE THREE TOP LEVEL PAGES, THEY ARE USER PAGES, DATA PAGES, SYSTEM PAGES.

1.USERPAGES ------> USER PAGE IS USED TO STORE THE DATA RELEATED TO USER INTERACTIONS WITHIN THE USERINTERFACE.

\* USER PAGES HAVE A LIMITED SCOPE AND ARE USUALLY ASSOCIATED WITH CURRENT USERS' SESSION OR INTERACTIONS

\* CONSISTS OF CURRENT APPLICATION DATA

EG:- SUPPOSE YOU HAVE TO WEB BASED CUSTOMER RESGISTRATION FROM IN A PEGA APK AS THE USER ENTERS THEIR PERSONAL DETAILS INTO THE FORM.THIS DATA CAN

BE STORED IN A USER PAGE. THE USER CAN BE REFERENCED TO DISPLAY THE ENTERED DATA BACK TO THE USER FOR REVIEW BEFORE SUBMISSION.

2.SYSTEM PAGES -----> GLOBAL SCOPE AND ARE ACCESSIBLE THROUGHOUT THE ENTIRE APLLICATION.

\* SYSTEM PAGES ARE AN INTEGRAL PART OF THE CLIPBOARD USED TO STORE SYSTEM -LEVEL INFORMATION, CONFIGURATION SETTINS AND META DATA REVELANT TO THE OPERATION AND MANAGEMENT AT PEGA.

\* THE SYSTEM PAGE STORES INFORMATION ABOUT THE CURRENT USER'S SESSION, REQUESTOR TYPE AND OTHER DETAILS RELEVANT TO THE USER'S INTERACTION WITH THE APPLICATION.

\* IT IS RELEATED TO PEGA SERVER, OPERATOR AND ACESS GROUP INFORMATION CONTAINED IN SYSTEM PAGES

\* THESE SYSTEM PAGES PLAY CRITICAL ROLES IN MANAGING THE USER INTERACTIONS , PROCESSING CASES, CONTROLLING FLOW AND HANDLING DATA WITHIN PEGA APPLICATION.

# EG: - BANKING APPLICATION

WE WILL CONSIDER A BANKING APLLICATION THAT ALLOWS CUSTOMERS TO PERFORM VARIOUS TASKS SUCH AS ACCOUNT MANAGEMANT, FUND TRANSFERS AND BALANCE ENQUIRES.

3.DATA PAGES -------> DATA PAGES IN PEGA ARE POWERFUL FEATURE THAT ALLOW YOU TO RETRIEVE, STORE AND MANAGE DATA FROM VARIOUS SOURCES SUCH AS DATABASES, SERVICES AND CALCULATIONS.

\* DATA PAGES ARE USED TO CACHE AND SERVE DATA TO DIFFERENT PARTS OF YOUR PEGA APLLICATION.

\* IT CONSISTS OF DATA RETREIVAL, DATA CACHEING, PARAMETERIZATION, DATA TRANSFORMTION, REFRESH STORAGES, SCOPE, USAGE IN UI

DATA PAGE TYPES -> SINGLE PAGE, PAGELIST, PAGE GROUP, REPORT DEFINITION, SERVICE, SECURITY.

\* DATA PAGES HAS MORE LIFE AND SCOPE THAN THE USER PAGES.

\* DATA PAGES IN PEGA PROVIDE A STRUCTURED AND EFFICIENT WAY TO MANAGE AND SERVE DATA WITHIN YOUR APLLICATION.

THEY ARE THREE TYPES OF SCOPE IN DATA PAGES

1.THREAD

2.REQUESTOR

3.NODE

4.LINKED PROPERTY PAGE: -

\* IT IS A FEATURE USED TO LINK OR REPLACE CLIPBOARD PROPERTIES ACROSS DIFFERENT CLIPOARD PAGES WITHIN THE PEGA APLLICATION.

\* LINKED PROPERTY PAGES ALLOW YOU TO ESTABLISH A RELATIONSHIP BETWEEN A PROPERTY ON ONE CLIPBOARD PAGE AND A PROPERTY ON ANOTHER CLIPBOARD PAGE.

\* THE LINKING ENABLES YOU TO ACESS OR UPDATE DATA IN ONE PROPERTY BASED ON CHANGES, MADE TO ANOTHER PROPERTY WITHOUT THA NEED OF EXPLICT DATA COPYING.

EG: - CUSTOMER INFO-> FIRSTNAME, LASTNAME, EMAIL ADDRESS, CUSTOMER ID

ORDER DETAILS -> ID, DATE, CUSTOMER ID

**\*\* WHAT IS A SCOPE AND WHAT ARE THE DIFFERENT TYPES OF SCOPES?**

SCOPE: -AVAILABILITY OF THE DATA PAGE.

3 SCOPES (node, requestor, Thread)

NODE - data page is accessible to all the users of the application.

eg: amazon landing page - > data is visible to all the users.

REQUESTOR - data page is accessible to the user who has requested the information (logged in operator)

eg: To see the returns or the order, those details are retrieved based on the user who has logged in.

THREAD- data page is accessible to the particular case.

eg :call to the amazon customer care

CSR - Customer care representative -> logged into machine. complaint: product is defect; tell your order number: ORDER#1234

when the CSR Enters the order number, they can see all the details that are related to the particular case.

**\*\* Which method used to remove the page from the clipboard?**

A) Page remove method.

**\*\* Which method used to add the page from the clipboard?**

A) Page new method.

## \*\* Which pages are created under the user pages of clipboard?

A) Editable pages are created under the user pages of clipboard.

\*\* By default, we can store 500 pages in the clipboard, and we can extend up to 10000 pages by using the activity.

## \*\* What are the standard properties used in the clipboard?

A) It consists of 3 standard properties:

1)px property

2)py property

3)pz property

# \*\* Define px property?

A) px computed properties that users see on a form but cannot directly enter or change values.

Example: pxCreateDateTime property and px urgency work.

# \*\* Define py property?

A) py properties that users can explicitly enter or change.

Example: pyworkpage, pyworkCover.

# \*\* Define pz property?

A) pz properties that are reserved for internal use that means users cannot see enter or change property.

Example: pzinskey.

## \*\* How time will the data stored in the clipboard?

A) 1) By default 24 hours

2) login/log off

3) Depending on the refresh strategies.

## \*\* What are the refresh strategies in the clipboard?

A) Refresh strategy decides when the data page can load or when it can become stale.

## \*\* What are the refresh strategies in the clipboard?

A) There are 3 refresh strategies in the clipboard:

1) Reload once per interaction: Ensure that data will be always current and updated.

2) Do not reload when: Do not reload the data when the condition is satisfied.

Example: Do not reload the stock data if it is older than 24 hours.

3) Reload if older than: Reload the data if the data is older based on the conditions.

Example: Reload a

nd update all the transactions details if older than 2 hrs.

**\*\* How can you debug issues related to the clipboard in Pega?**

A) Debugging clipboard-related issues can be done using tools like the Clipboard Viewer.

This tool allows you to inspect the contents of the clipboard at various points in your application's processing to identify and resolve issues.

**\*\* Can we see parameters in clipboard?**

A) No, the parameters are not visible through the clipboard.

# \*\* what is the maximum clipboard size?

A) There is no limit for size of the clipboard.

\*\* DATA PAGE VS CLIPBOARD PAGE-> WHILE DATA PAGES ARE SIMILAR TO CLIPBOARD PAGES, THEY ARE DESGINED FOR A SPECIFIC PURPOSE DATA RETRIEVAL AND CACHING.

CLIPBOARD PAGES, THEY ARE MORE GENERAL AND CAN STORE VARIOUS TYPES OF DATA, INCLUDING TEMPORARY AND INTERMEDIATE DATA.

EG:- E-COMMERCIAL WEBSITE

**\*\* What are the best practices for managing the clipboard in Pega?**

A) Some best practices for managing the clipboard in Pega include:

- Minimizing unnecessary data on the clipboard to improve performance.

- Using data pages for frequently accessed data.

- Avoiding excessive use of page copying to conserve memory.

- Properly cleaning up data from the clipboard when it's no longer needed to prevent memory leaks.