Product Questions: 72
Version: 8.0

Question: 1

A company establishes a deadline to respond to customer inquiries. During the month of June, an increase in customer inquiries lengthens the average response time per inquiry beyond the established deadline. To address the issue, the company decides to lengthen the deadline until the end of August.
How do you satisfy this requirement?

A. Circumstance the process using theProperty and Dateoption, and specify a start date and end date for the case creation date.
B. Circumstance the service level using theTemplateoption, and create a circumstance definition with the start date and end datefor the extended deadline.
C. Circumstance the property used to record the due date for addressing the inquiry, and specify a start date and end date for the extended deadline.
D. Circumstance the service level using theProperty and Dateoption, and specify a start date and end date for the extended deadline.

Answer: C

Question: 2

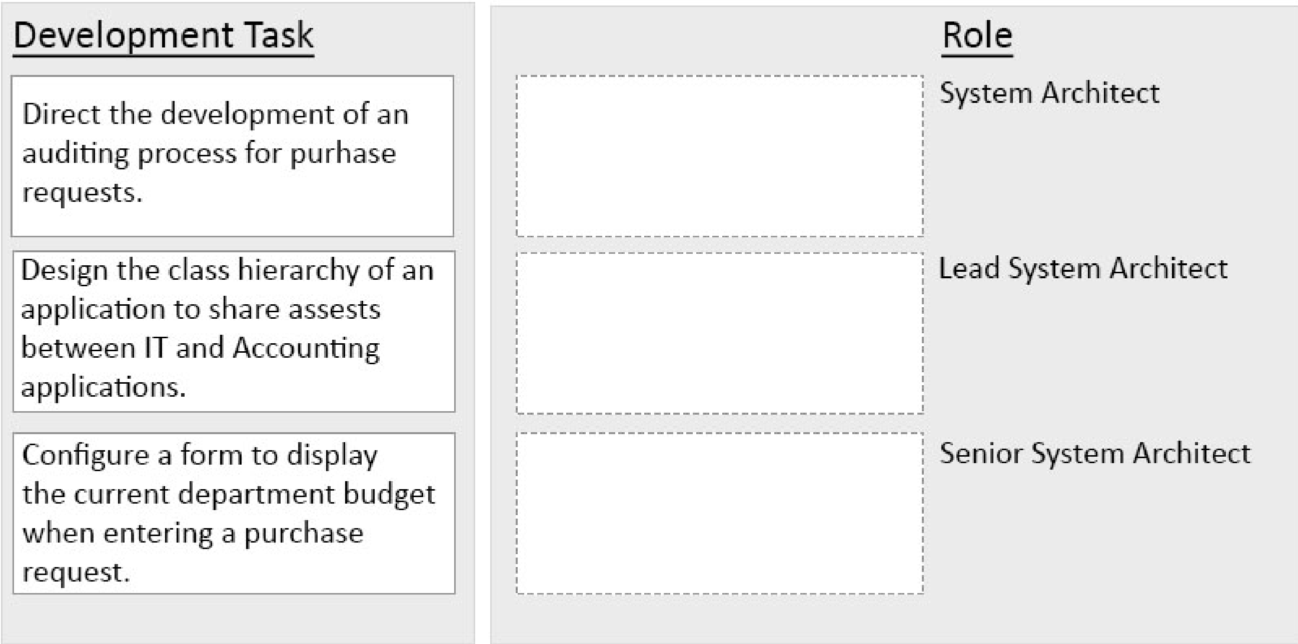
While preparing to release an application, you notice a guardrail violation on an activity you wrote. The activity copies the content of a previous customer order to the current order. How do you address the guardrail violation?

A. Justify the warning, since an activity is required in this situation.
B. Replace the activity with a data transform to copy the content of the previous order to the current order.
C. Identify an API activity to use in place of the activity you wrote.
D. Ignore the warning if the compliance score is 90 or greater, since the application is considered ready for release.

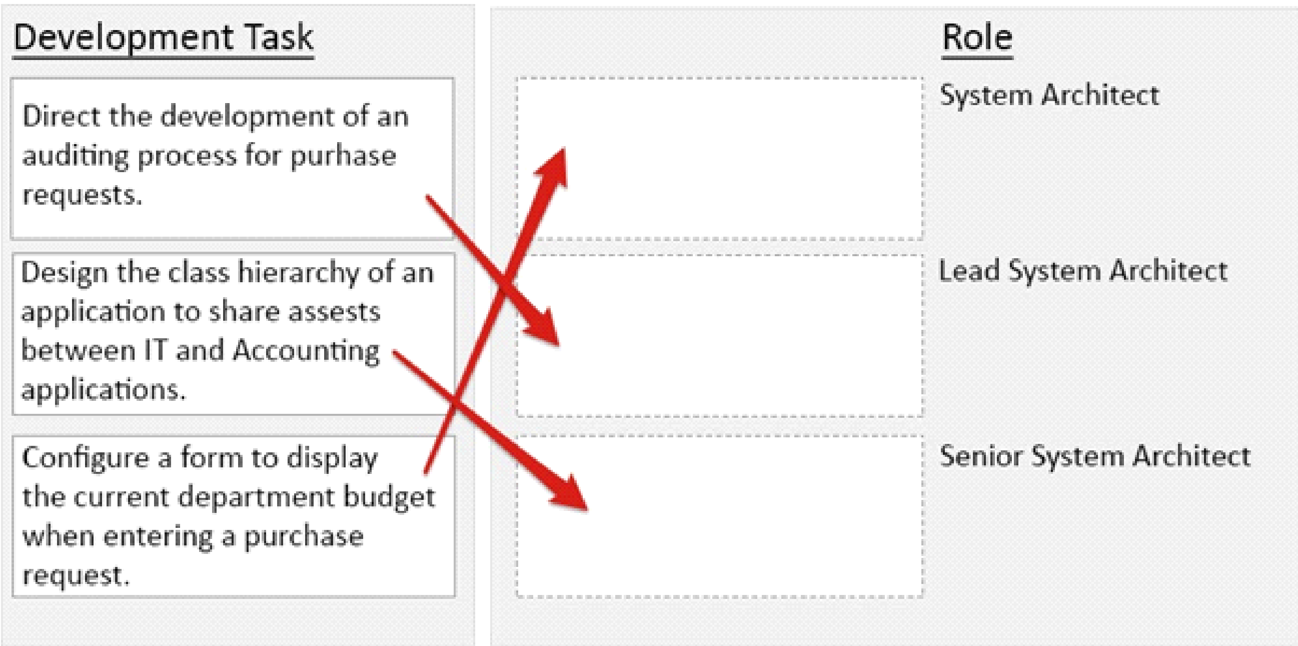
Answer: B

Question: 3

DRAG DROP
Match each development task to the appropriate role.



Answer:



Question: 4

In which situation does a case type for software upgrade requests reuse a rule through pattern inheritance?

A. The case type uses the approval section provided by Pega 7.
B. The case type uses an authorizationprocess used throughout the organization.
C. The case type uses the Data-Party-Operator class to describe a work party.

D. The case type uses a data type to describe the requestor.

Answer: C

Question: 5

Which issue is identified as a Guardrail violation?

A. A property in a report has not been optimized.
B. A decision table returns an invalid connector name to a flow.
C. An activity writes to the wrong clipboard page.
D. A decision tree contains a branch that cannot be reached.

Answer: A

References:

Question: 6

On a service level, the passed deadline interval is measured from ___________________________.

A. When a user begins the assignment.
B. When the assignment is ready for a user.
C. The end of the deadline interval.
D. The end of the goal interval.

Answer: C

Question: 7

During a playback, you place a flow in draft mode to address which limitation?

A. Toprevent additional shapes from being added to the flow.
B. To avoid errors due to references to rules that do not yet exists.
C. To save an incomplete flow.
D. To allow users to choose decision outcomes if a decision rule is not yet available.

Answer: B

Explanation:
eference:http://pegasystems2.http.internapcdn.net/pegasystems2/lrd_and_reference_docs/sae2_71ml6_StudentGuide_20141114.pdf(p.204)

Question: 8

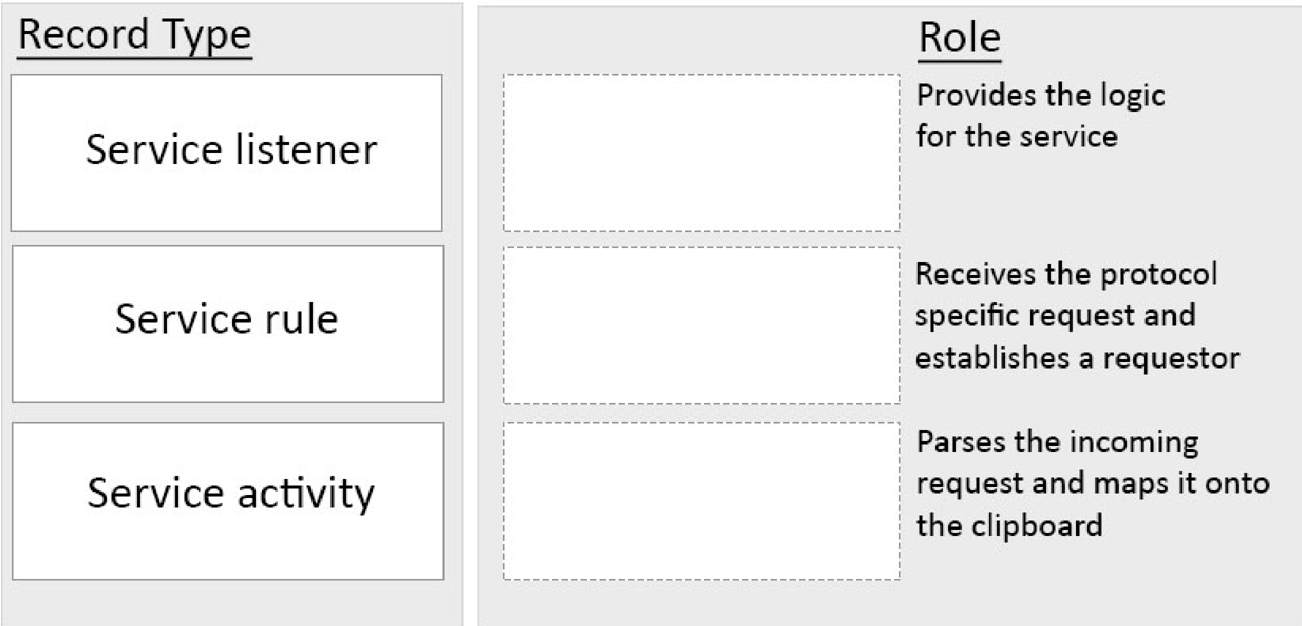
You are developing a purchase application that integrates with an external inventory management system. A _____________ allows you to build the interface so that Pega can request information from the inventory management system.

A. Report Definition
B. data page
C. service
D. connector

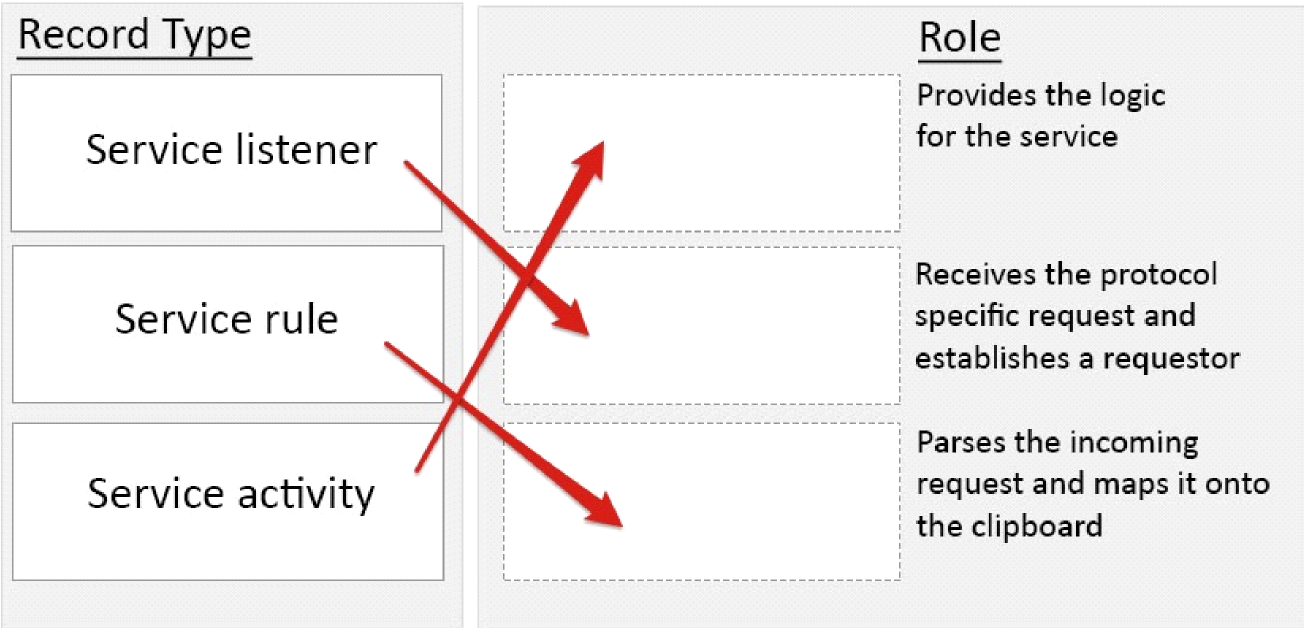
Answer: A

Question: 9

DRAG DROP
Match each service record type to the correct role in processing an incoming request.



Answer:



Question: 10

You need to read from an external database table containing inventory data. Which two ways could you integrate with the table? (Choose two.)

A. Use a SQL connector
B. Use a SQL listener
C. Use a data transform
D. Map the table to a class

Answer: A,D

Explanation:
Reference:
https://pdn.pega.com/how-map-external-database-table-class

Question: 11

When processing an insurance claim you need to retrieve the customer's insurance policies from a web service. You invoke the connector from a ____________.

A. data transform
B. flow action
C. report definition
D. data page

Answer: A

Explanation:
Reference:
https://pdn.pega.com/node/50246

Question: 12

The application contains a case type ORG-App-Work-PurchaseOrder. The case type uses an embedded page to hold customer information. The embedded page is of class ORG-App-Data-Customer.
What would be the most appropriate “Applies To:” class for a section rule displaying customer information?

A. ORG-App-Work
B. ORG-App-Data-Customer
C. ORG-App-Data
D. ORG-App-Work-PurchaseOrder

Answer: B

Question: 13

You are designing a form that uses a repeating grid to display office furniture items. Which two data sources can you use as a source for a repeating grid? (Choose two.)

A. Local data storage
B. A page group property that holds the data
C. A page list property that holds the data
D. A single value property that contains the data in a local list

Answer: B,C

Question: 14

You need to add a button to a user form. When the button is pressed, the application invokes a data transform, then creates a new case.
How do you implement this functionality?

A. Configure a style format for the button in the skin.
B. Configure a mixin for the button in the skin.
C. Configure a local action on the button control.
D. Configure an action set on the button control.

Answer: D

Explanation:

Reference:
https://pdn.pega.com/using-data-transform-rule-flow-action

Question: 15

Users can access an apartment search application from different devices with different screen sizes. A screen displays the photos of available properties. On a wide desktop screen, the photos are displayed in an inline format. On a smart phone, the photos should be displayed in a vertical stack.
How do you implement the screen for this requirement?

A. Use a dynamic layout with a responsive breakpoint at smart phone screen width to change from an inline format to a stacked format.
B. Circumstance the section rule to display the photos with different arrangements at different screen sizes.
C. Use acolumn layout with a responsive breakpoint at smart phone screen width to hide the left and right columns.
D. Circumstance the layout to display the photos with different arrangements at different screen sizes.

Answer: A

Question: 16

Which of the following scenarios requires the configuration of an action set?

A. Reducing the screen width converts an inline to a stacked dynamic layout.
B. Selecting a check boxshows additional input fields.
C. Clicking a button clears the fields in a form.
D. Entering a text value in a numeric field displays a custom error message.

Answer: C

Question: 17

On an Account Management form, you need to add a link control for changing the mailing address. When users click the link, the application runs a ChangeAddress flow in a modal dialog.
How do you implement this requirement?

A. Configure the edit mode of the link to display the flow UI in a modal dialog.
B. Configure an action set on the link to launch the flow in a modal dialog.
C. Configure a visible when condition on the link to display the flow in a modal dialog.
D. Configure the flow to render its UI in a modal dialog instead of a section.

Answer: A

Question: 18

An application allows bank customers to apply for a credit card. During the process of applying for the credit card, customers can elect to transfer a balance to the card.
The bank currency offers three balance transfer options for customers applying for a new credit card:
1. 0 percent interest for 6 months.
2. 2.9 percent interest for 12 months.
3. 3.9 percent interest for 24 months.
The bank requires that customers first elect whether to transfer a balance. If customers elect to transfer a balance, they must select one of the three options.
Which control allows you to display all the balance transfer offers on the form, but only allows the customer to select one offer?

A. Radio buttons
B. Check box
C. Picklist
D. Text area

Answer: C

Question: 19

Users are required to enter their date of birth in the format dd/mm/yyyy. Which two options ensure that a user provides a date in the correct format? (Choose two.)

A. Use a Calendar control to allow the user to select the date.
B. Use an Edit Validate rule to test the value entered by the user.
C. Use a Validate rule to test the value entered by theuser.
D. Use a When rule to test if the date matches the required format.

Answer: A,C

Question: 20

You are designing a form for an online bookstore to display new arrivals. The form is displayed on laptops and tablets. Pictures of the book covers are displayed in columns. The number of columns changes depending on the screen size.
Which layout do you use to display the book cover pictures?

A. Column layout
B. Screen layout
C. Smart layout
D. Dynamic layout

Answer: A

Question: 21

A form allows customers to specify the amount of a balance transfer for their credit card. The form contains two fields: one to display the available balance on the customer's credit card, and one for the user to enter the amount of the balance transfer.
You configure a validate rule to verify that the amount of a balance transfer is less than 75% of the available balance on the customer's credit card. How do you call the validate rule?

A. From the step in the case life cycle.
B. From the section that contains the field for entering the amount of the balance transfer
C. From the flow action where the customer submits the form
D. From the property used to capture the amount of the balance transfer

Answer: C

Question: 22

You want to provide instructions to the user filling out a form. You are considering using paragraph rules for the instructions. What three benefits do paragraph rules provide over standard labels? (Choose three.)

A. Paragraph rules be edited by the user.
B. Paragraph rules support rich text.
C. Paragraph rules can include images.
D. Paragraph rule are supported in correspondence.
E. Paragraph rules can be translated.

Answer: B,C,D

Question: 23

A hotel reservation application has the following requirement: Users must select the destination city from a list of options. The list is filtered based on user entry. As a user types the city name, the list of options narrows.
Which UI control allows you to implement this requirement?

A. List to List
B. Menu
C. AutoComplete
D. Drop-down

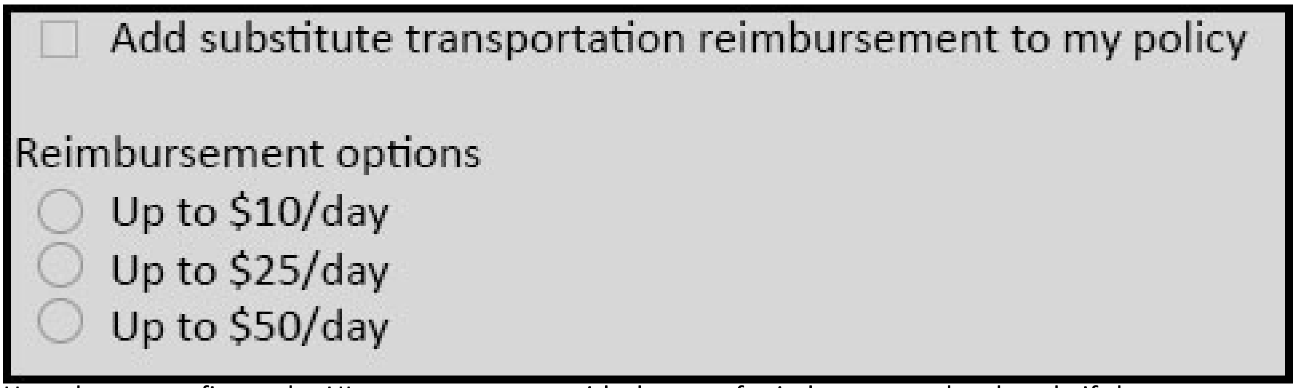
Answer: C

Question: 24

An application that generates auto insurance quotes allows users to add a substitute transportation reimbursement option to their coverage. Users who add this option are required to select one of

three reimbursement levels:
- Up to $10/day
- Up to $25/day
- Up to $50/day

You must configure a form to add a check box that allows users to select the substitute transportation reimbursement option. Users selecting this option are presented with three reimbursement levels as a set of radio buttons, similar to the following example.



How do you configure the UI to present users with the set of reimbursement levels only if the user selects the reimbursement option?

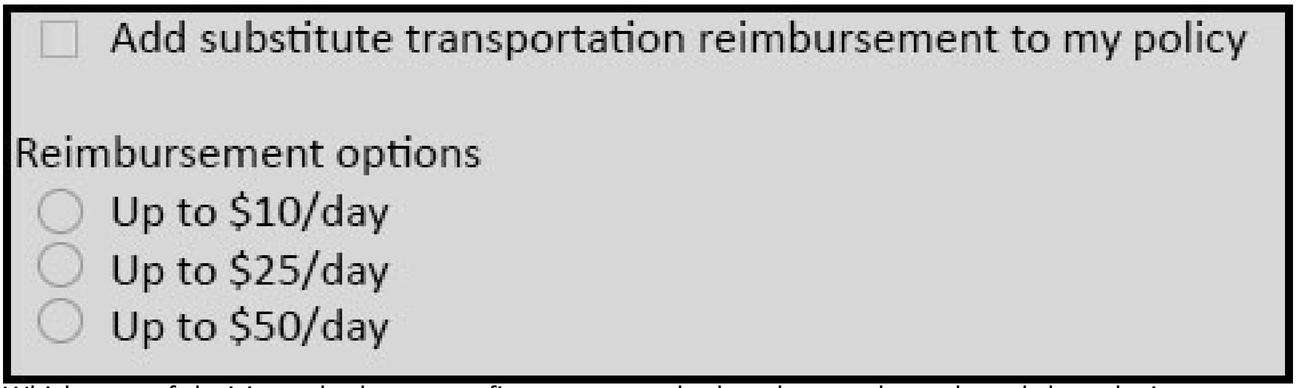
A. Add a refresh when condition on the check box control.
B. Add a validate rule to the flow actions.
C. Add a visible when condition on the radio button control.
D. Add a validate rule to the check box control.

Answer: C

Question: 25

An application that generates auto insurance quotes allows users to add a substitute transportation reimbursement option to their coverage. Users who add this option are required to select one of three reimbursement levels:
- Up to $10/day
- Up to $25/day
- Up to $50/day

You must configure a form to add a check box that allows users to select the substitute transportation reimbursement option. Users selecting this option are presented with three reimbursement levels as a set of radio buttons, similar to the following example.



Which type of decision rule do you configure to test whether the user has selected the substitute transportation reimbursement option?

A. Map value
B. Decision table
C. When rule
D. Decision tree

Answer: A

Explanation:
Reference:
https://pdn.pega.com/comparing-decision-tree-decision-table-and-map-value-rule-types/comparing-decision-tree-decision

Question: 26

In an airline reservation application, users enter departure and return dates and submit for flight search. This is implemented as a flow action. You need to ensure that the return date is later than the departure date. You also need to copy the dates to a search parameter page that is used for flight search.
Select the two rule types that the flow action references to satisfy these requirements. (Choose two)

A. Edit Validate
B. Validate
C. Service Level
D. Data Transform

Answer: B,D

Question: 27

Which rule can only return a true/false result when evaluating a condition?

A. Decision tree
B. Declare expression

C. When rule
D. Decision table

Answer: C

Explanation:
Reference:
https://pdn.pega.com/declaratives-decisions-and-validation-overview/declaratives-decisions-and-validation-overview

Question: 28

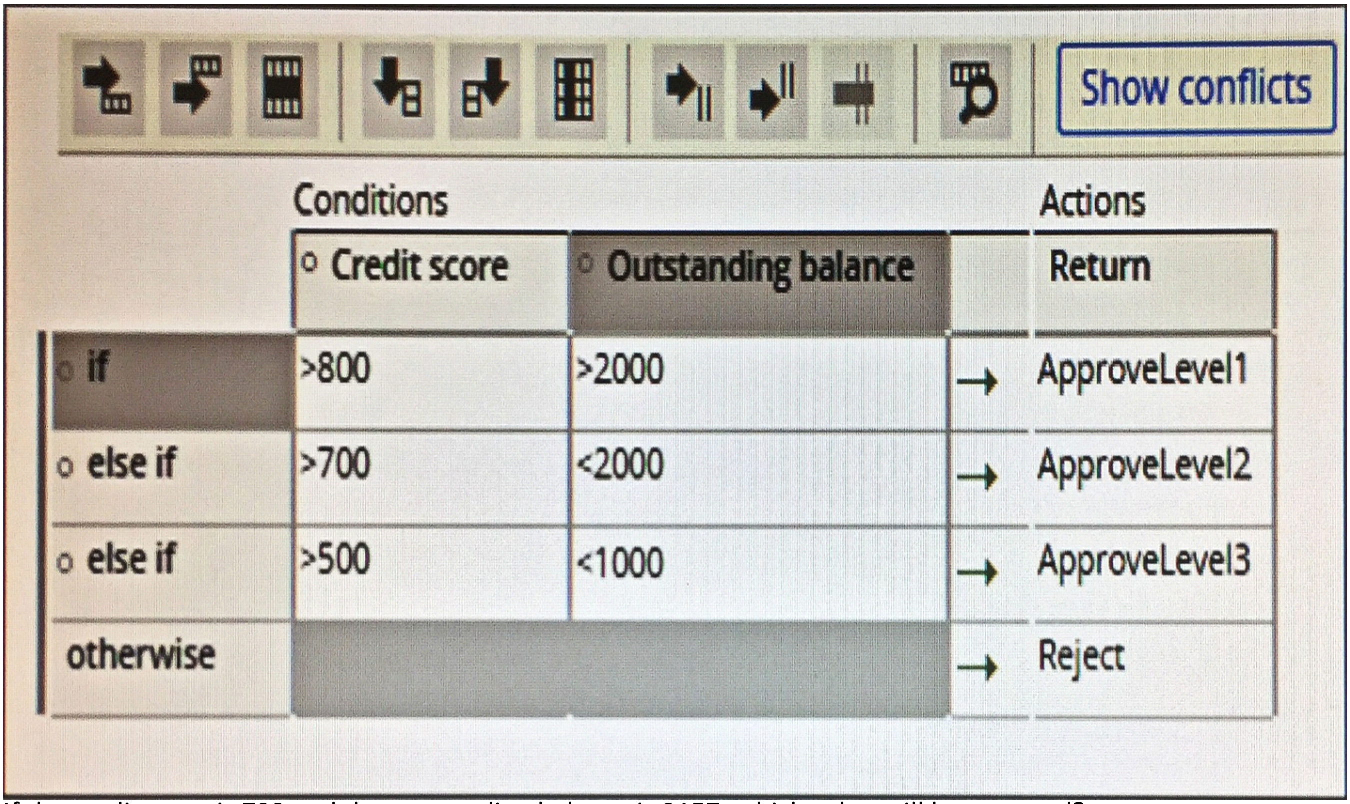
You have designed a decision tree that you want to unit test. You want to test various input values to ensure that you get the expected results. How would you unit test your decision tree?

A. Run the decision tree and enter values on the test page.
B. Check the decision tree for completeness.
C. Check the decision tree for conflicts.
D. Add the decision tree to a decision shape in your application and create cases using various input values.

Answer: A

Question: 29

Review the following Decision Table:



If the credit score is 723 and the outstanding balance is 2157, which value will be returned?

A. ApproveLevel3
B. ApproveLevel1
C. Reject
D. ApproveLevel2

Answer: C

Question: 30

You have been asked to configured a rule for use in a business process to evaluate multiple property values and return a text value as a result. Which type of rule satisfies this requirement?

A. Data transform
B. When rule
C. Validate
D. Decision tree

Answer: D

Question: 31

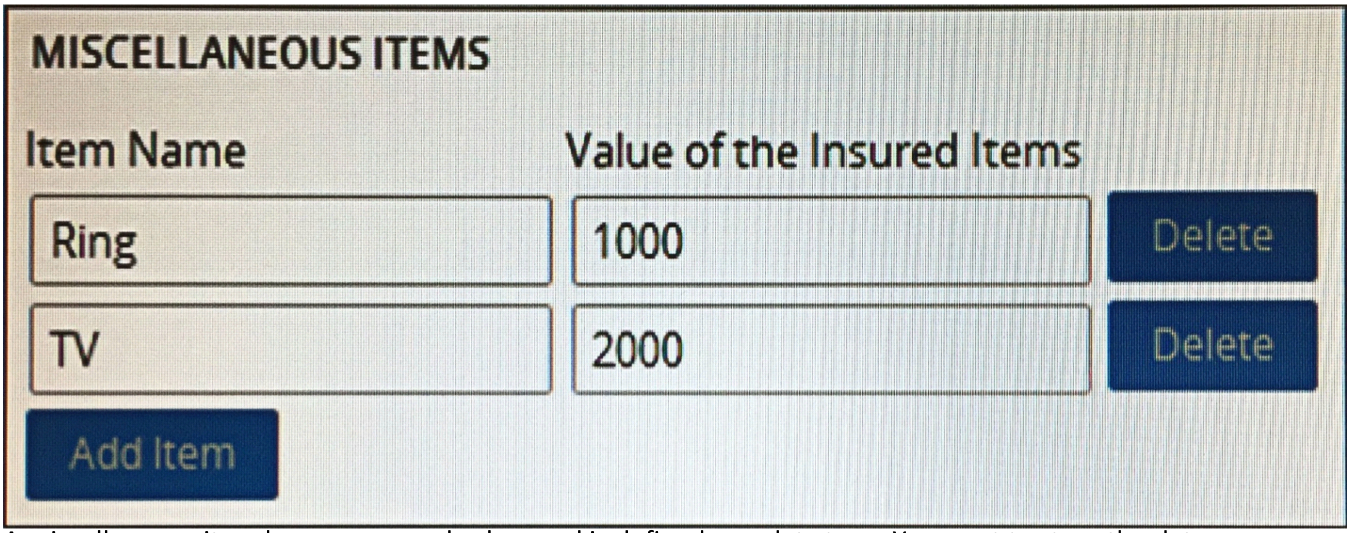
In which of the following situations would you use a SQL connector?

A. Update a table in an external database
B. Write to a table as part of a distributed transaction
C. Retrieve a large list of reference data
D. Execute a complex SQL statement such as a stored procedure

Answer: A

Question: 32

In an insurance claims application, you want to capture miscellaneous inventory items, as displayed in the screen below.



A miscellaneous item has a name and value, and is defined as a data type. You want to store the data entered in a property called .Items. Which property type should .Items be?

A. Single Value
B. Value List
C. Page List
D. Page

Answer: B

Question: 33

A data page holds the local weather information and has the Reload if Older Than field set to 10 minutes.
The data page is created at 11:22. The user then performs the following actions:
11:28 the user refreshes the weather information
11:40 the user refreshes the weather information
At what time is the data page reloaded?

A. 11:38
B. 11:40

C. 11:32
D. 11:28

Answer: B

Question: 34

You need to copy data from a page with customer data to a page used for a credit payment. Most of the properties can be mapped as-is, but the first and last names must be concatenated into a full name. Which rule type would you use to copy the content?

A. Data page
B. Data transform
C. Declare expression
D. Function

Answer: C

Explanation:
Reference:
http://pegasystems2.http.internapcdn.net/pegasystems2/lrd_and_reference_docs/SSA_716_StudentGuide_20150211.pdf(page 251)

Question: 35

You have created a series of forms for a vacation booking process. Declarative expressions are used to calculate values such as the cost of the flight, hotel, car rental, and taxes. The last form includes a field that displays the total amount that will be charged on the user's credit card.
How do you configure the calculations so that the total amount is calculated only when the user reaches the last form?

A. Use the backward chaining option for all the expressions.
B. Use the backward chaining option for the total amount expression. Use forward chaining for all the other expressions.
C. Use the forward chaining option for all the expressions.
D. Use the forward chaining option for the total amount expression. Use backward chaining for all the other expressions.

Answer: C

Explanation:
Reference:
http://pegasystems2.http.internapcdn.net/pegasystems2/lrd_and_reference_docs/SSA_716_StudentGuide_20150211.pdf(314)

Question: 36

An insurance claim case is field by a customer and assigned a claim type (fire, flood, or theft). The claim contains a list of loss items. Which of the data would you store in a local data source?

A. Customer data
B. Items of loss
C. Claim types
D. Policy details

Answer: C

Question: 37

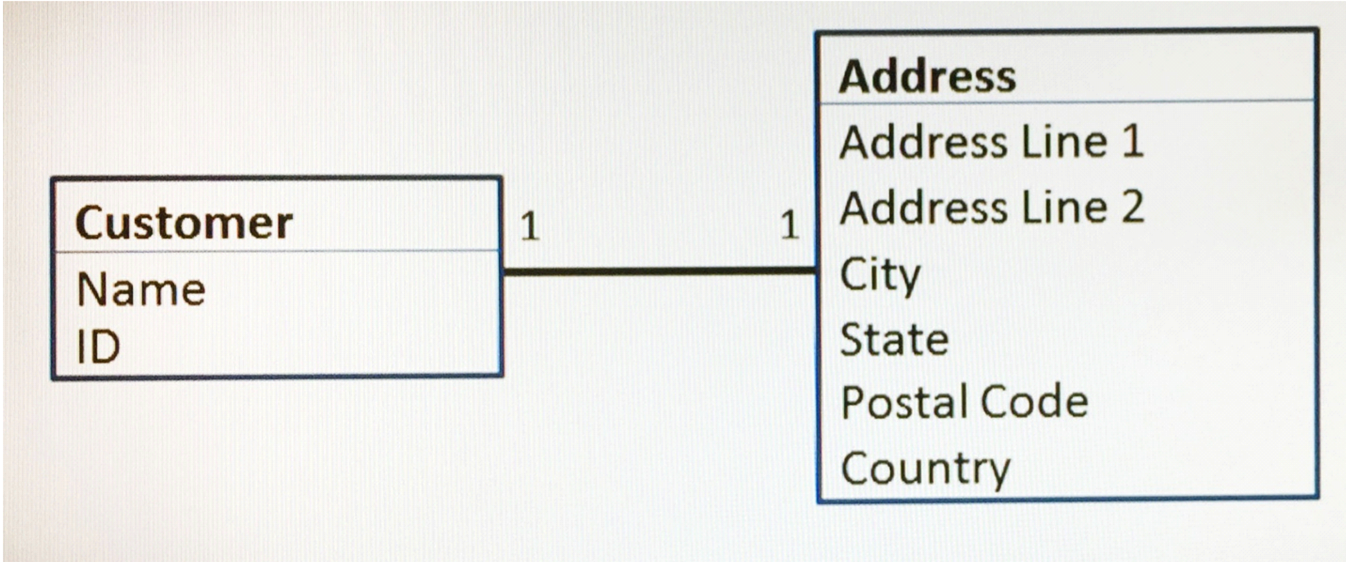
You are designing hotel booking forms for a travel application.
The first form contains two fields in which users enter a room type and the length of stay in days. A third field displays the total cost of the room.
The second form contains a field in which users select additional-cost options such as a sight-seeing tour. A second field displays the total cost of the options.
The third form contains a field that displays the grand total of the room and options.
Which two properties are considered source properties for the declare expression used to calculate the grand total? (Choose two.)

A. Options
B. Total cost of options
C. Length of stay
D. Total cost of room

Answer: A,D

Question: 38

A customer data object references an address as depicted by the data model below. How would you define the address property in the customer class?



A. As a single value
B. As a page
C. As a page list
D. As a page group

Answer: C

Explanation:
Reference:
https://pdn.pega.com/load-data-page-property

Question: 39

You have been asked to create a sequence of user forms for a travel reservation process. The forms contain fields that require calculation. For which reason do you use a declare expression to calculate values?

A. To perform the calculation in a specific case stage
B. To perform the calculation when the user clicks a button
C. To perform the calculation when a form is submitted
D. To perform the calculation wherever a field is updated

Answer: A

Explanation:
Reference:
http://pegasystems2.http.internapcdn.net/pegasystems2/lrd_and_reference_docs/SSA_716_StudentGuide_20150211.pdf

Question: 40

Each of the following classes has a data transform named SetValues with the Call data transforms in superclass option selected. The SetValues data transforms set the properties PropA and PropB, as shown in the following table.

Class	Property	Value
MyCo-App-Data	PropA	1
MyCo-App-Data-A	PropB	2
MyCo-App-Data-A-B	PropA	3
MyCo-App-Data-A-B-C	PropB	4

What is the value of PropA and PropB after the SetValues in MyCo-App-Data-A has been invoked?

A. PropA=1 and PropB=2
B. PropA=1 and PropB=4
C. PropA=3 and PropB=4
D. PropA=3 and PropB=2

Answer: B

Question: 41

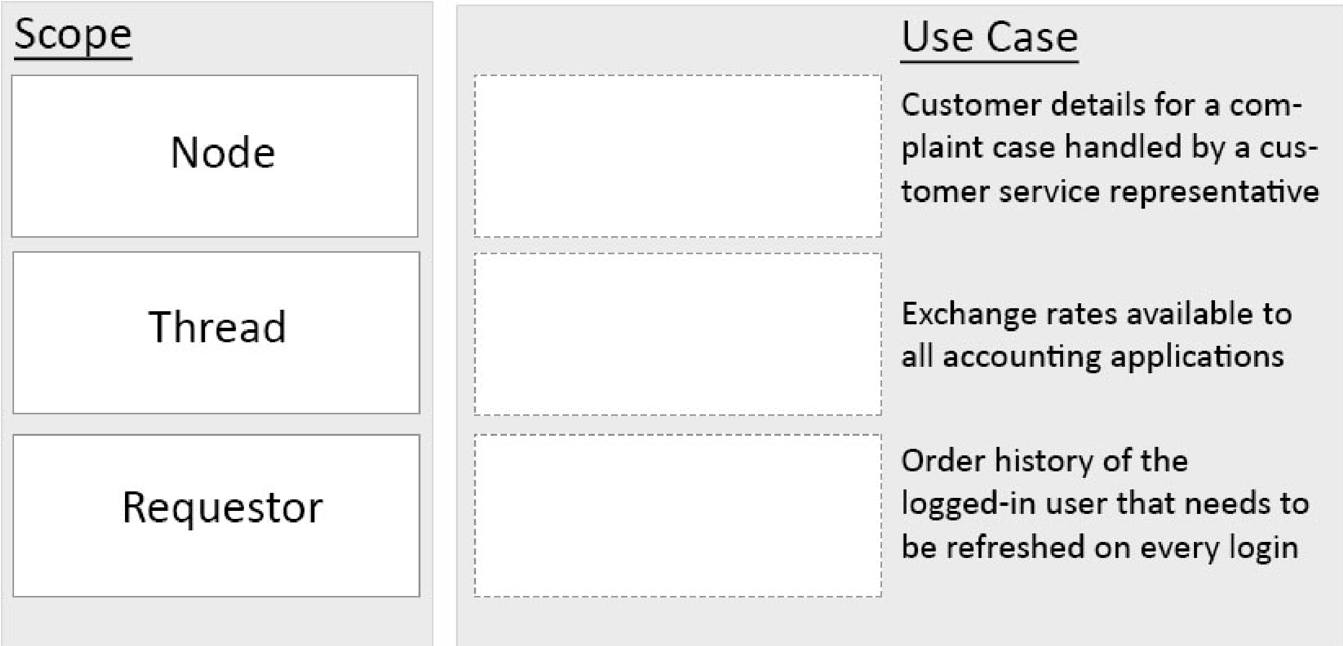
A Service Request case type has a CustomerGrade property. How do you set the value of the CustomerGrade property to Silver when a service request case is created?

A. Configure the CustomerGrade property with a default value.
B. Configure the pyDefault data transform to set the CustomerGrade property value.
C. Configure a declare expression to set the CustomerGrade property value.
D. Configure the first connector in the first flow rule to set the CustomerGrade property value.

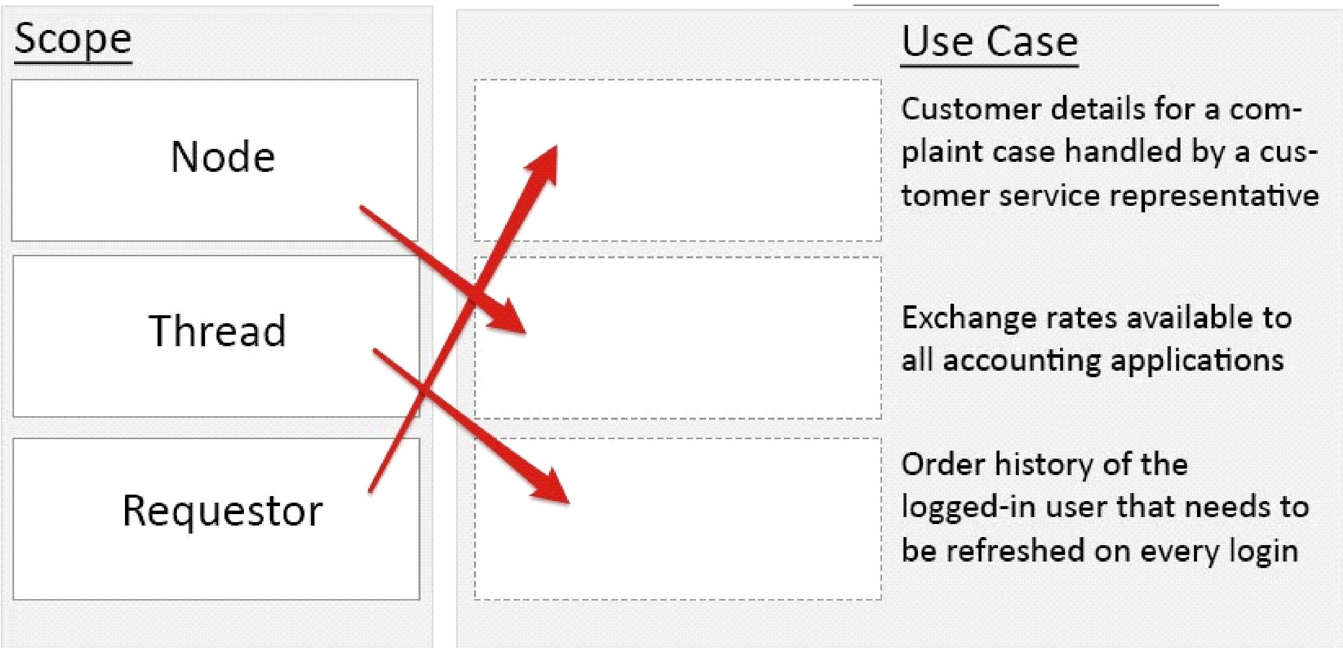
Answer: B

Question: 41

DRAG DROP
Match each data page scope to its use case.



Answer:



Question: 42

In an application, three email addresses (work, home, and other) can be captured for a customer. You use .Email (work) to refer to the work email address. What type of property is used to capture the email addresses?

A. Page
B. Value group
C. Value list
D. Page group

Answer: C

Question: 43

You want to create a data page with a list of available shipping options. The shipping options are stored in a database table mapped in the application. Which source option would you select for the data page?

A. Lookup
B. Report definition
C. Data transform
D. Service

Answer: D

Question: 44

While testing a form, you need to verify the contents of a data page in memory. Which tool do you use to view the current contents of the data page?

A. The Tracer
B. The Data Explorer
C. The Clipboard tool
D. Live UI

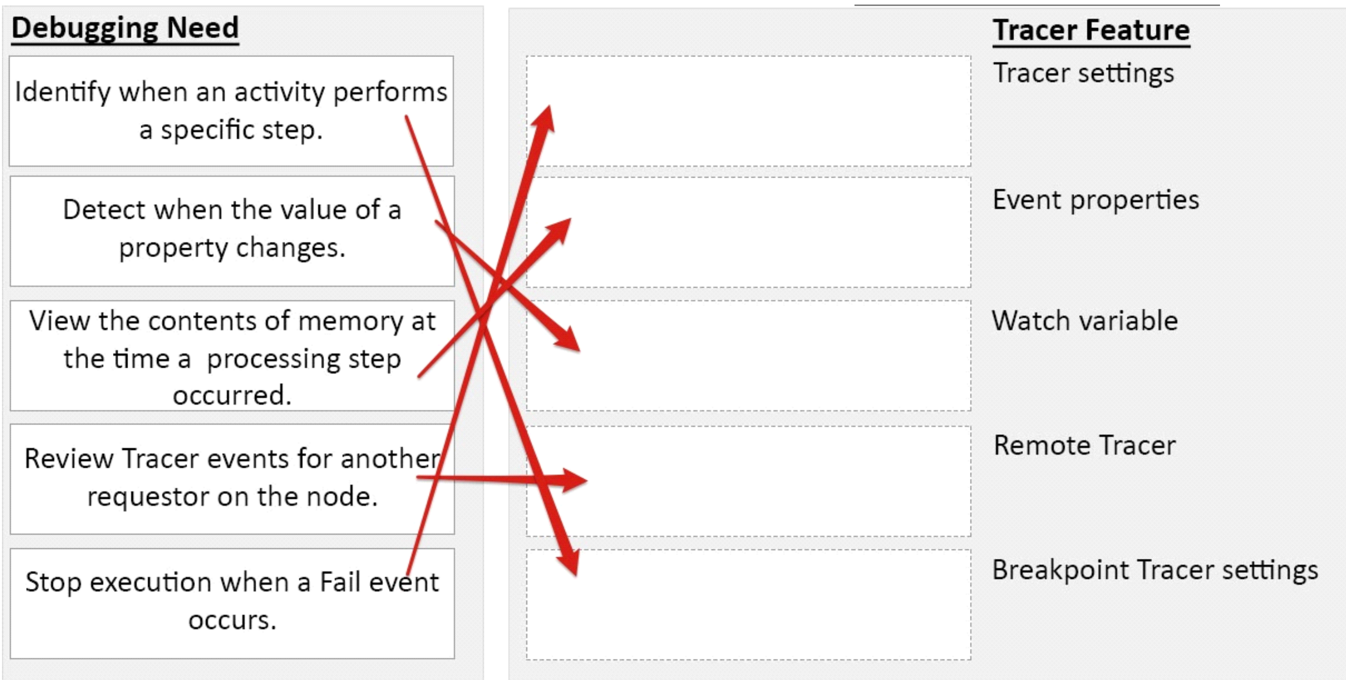
Answer: B

Question: 45

DRAG DROP
Match each debugging need with the appropriate Tracer feature.

Debugging Need		Tracer Feature
Identify when an activity performs a specific step.		Tracer settings
Detect when the value of a property changes.		Event properties
View the contents of memory at the time a processing step occurred.		Watch variable
Review Tracer events for another requestor on the node.		Remote Tracer
Stop execution when a Fail event occurs.		Breakpoint Tracer settings

Answer:



Question: 46

While reviewing a UI form in a Grooming/Elaboration playback, you notice a typo in the label of a field. Which tool allows you to identify the section rule that contains the incorrect label?

A. Live UI
B. The Property Analyzer
C. The Tracer

D. The Clipboard tool

Answer: D

Question: 47

ABC Corp requires that expenses billable to a client are reviewed by an auditor in the Finance department. After the auditor approves the expenses, the client is billed. You create the work party for the auditor as an instance of which class?

A. Data-Party-Org
B. Data-Party-Operator
C. Data-Party-Com
D. Data-Party-Person

Answer: B

Question: 48

You are designing a case type that includes a process to perform when a case is rejected. How do you model this requirement in the case life cycle?

A. Add a primary stage and add the rejection process to the stage.
B. Add an alternate stage and add the rejection process as an optional process to the stage.
C. Add an alternate stage and add the rejection process to the stage.
D. Add the rejection process to all the primary stages as an optional process.

Answer: C

Question: 49

Pega 7 comes with numerous API activities. In which situation would you explore available API activities?

A. When automating case processing
B. When creating a new case type
C. When designing your data model
D. When debugging an application

Answer: A

Question: 50

You have been asked to configure the following relationship between three case types: Account Open, Link Savings, and Fund Account.
1. A customer can complete an Account Open case before completing a Fund Account case.

2. A customer must complete a Link Savings case before completing a Fund Account case.
Which configuration satisfies this requirement?

A. Configure theAccount Opencase type to create aFund Accountcase as a top-level case. Configure theAccount Opencase type to create aLink Savingscase as a child case.
B. Configure theAccount Opencase type to create aFund Accountcase as a childcase. Configure theFund Accountcase type to create aLink Savingscase as a top-level case.
C. Configure theAccount Opencase type to create aFund Accountcase as a top-level case. Configure theFund Accountcase type to create aLink Savingscase as achild case.
D. Configure theAccount Opencase type to create the other cases as top-level cases. Add a validate rule to theAccount Opencase to require a resolvedLink Savingscase before theFund Accountcase can be resolved.

Answer: B

Question: 51

Customer Service Representatives (CSRs) review customer requests to replace a lost or stolen credit card. Once the request is approved, customers are notified by letter of the expected delivery date for a replacement card typically within one week.
The CSR must be available to prioritize time-sensitive requests such as requests from customers who are on vacation. Time-sensitive requests are prioritized as follows:
- Customers receive a replacement card the next day.
- Fulfillment requests are sent to a dedicated workbasket.
- Customers receive notification of the expected delivery date by email.
Which action for time-sensitive requests do you implement as an optional action?

A. Increase the urgency for time-sensitive requests.
B. Send the notificationby email rather than letter.
C. Update the notification with the expected delivery date.
D. Route fulfillment requests to a dedicated workbasket.

Answer: B

Question: 52

A process includes standard and gold program levels. When the deadline has passed for gold level cases, the system transfers the case to the manager.
Which two configurations would you make to the SLA to support this requirement? (Choose two.)

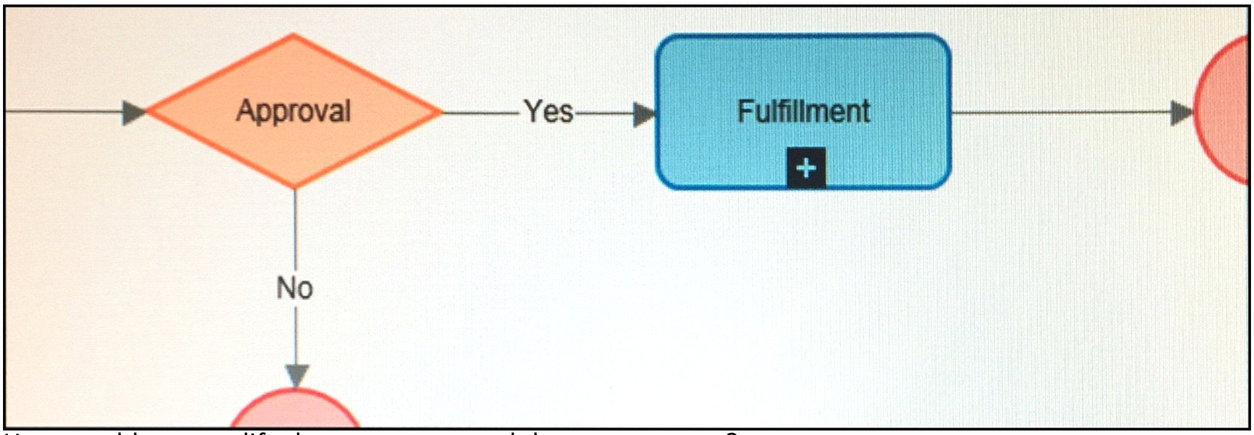
A. Add an advance flow action to the deadline.
B. Add a transfer action to the deadline.
C. Increase the urgency level for gold level cases.
D. Use a when condition test for gold level cases.

Answer: A,B

Explanation:
Reference
https://pdn.pega.com/using-service-levels-slas-pega-7

Question: 53

You want to modify the following order approval process so that a text message is sent to a customer when the order has been approved and will be fulfilled.



How would you modify the process to send the text message?

A. Add a Utilityto the connector leaving the Fulfillment subprocess. Configure the shape to call the CorrNew activity.
B. Add a notification to the Yes connector.
C. Add a Utility shape to the Yes connector. Configure the shape to call the CorrNew activity.
D. Add an Assignment shape to the Yes connector and add a notification to the assignment.

Answer: D

Question: 54

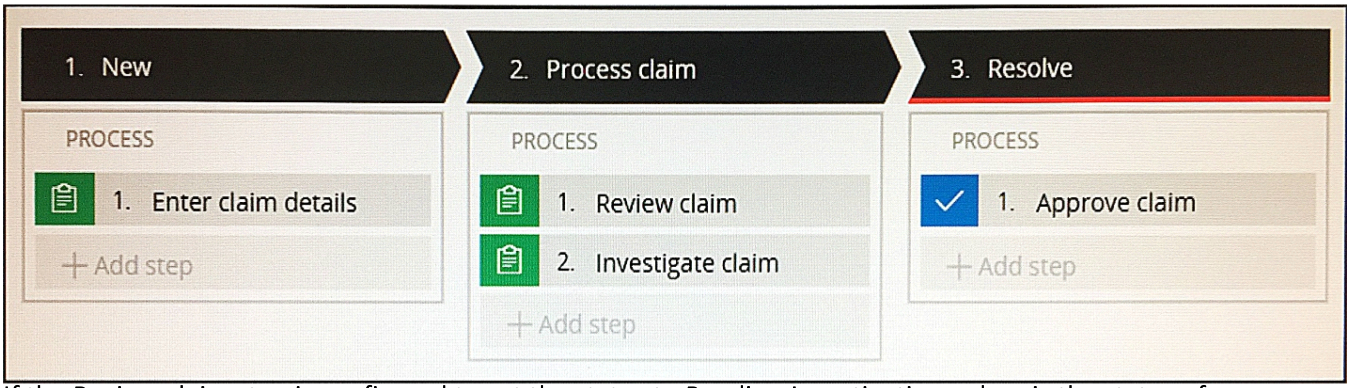
In an insurance claim application there is a claim case defined. The claim case creates a top-level repair case. Data propagation is configured to copy relevant claim data into the repair case.
What is true with regards to the data propagation feature for subsequent updates to the claim case?

A. The data propagation feature will continue to track changes and propagate data to the repair case until theclaim case is resolved.
B. The data propagation feature will track changes and propagate data for the entire lifecycle of the repair case.
C. The data propagation feature cannot be used because it only supports data propagation to child cases.
D. The datapropagation feature only propagates data when the repair case is created.

Answer: A

Question: 55

An insurance claim type is defined as follows:



If the Review claim step is configured to set the status to Pending-Investigation, when is the status of the case set to Pending-Investigation?

A. When theReview claimstep starts.
B. When theReview claimstep completes.
C. WhenInvestigate claimstep completes.
D. When theProcess claimstage starts.

Answer: B

Question: 56

As part of an authorization process, you need to check whether members of a health care organization are eligible for coverage based on the policy contract terms. Your application uses an activity to perform this evaluation.
Which shape would you use to add the activity to the process?

A. Utility
B. Assignment
C. Connector
D. Subprocess

Answer: B

Question: 57

In which situation is the use of an activity necessary?

A. Calculating the age from the date of birth
B. Concatenating two strings values
C. Writing a message toa log file
D. Setting default values when creating a case

Answer: C

Question: 58

An assignment must route work to the current work group manager. Which router option do you use?

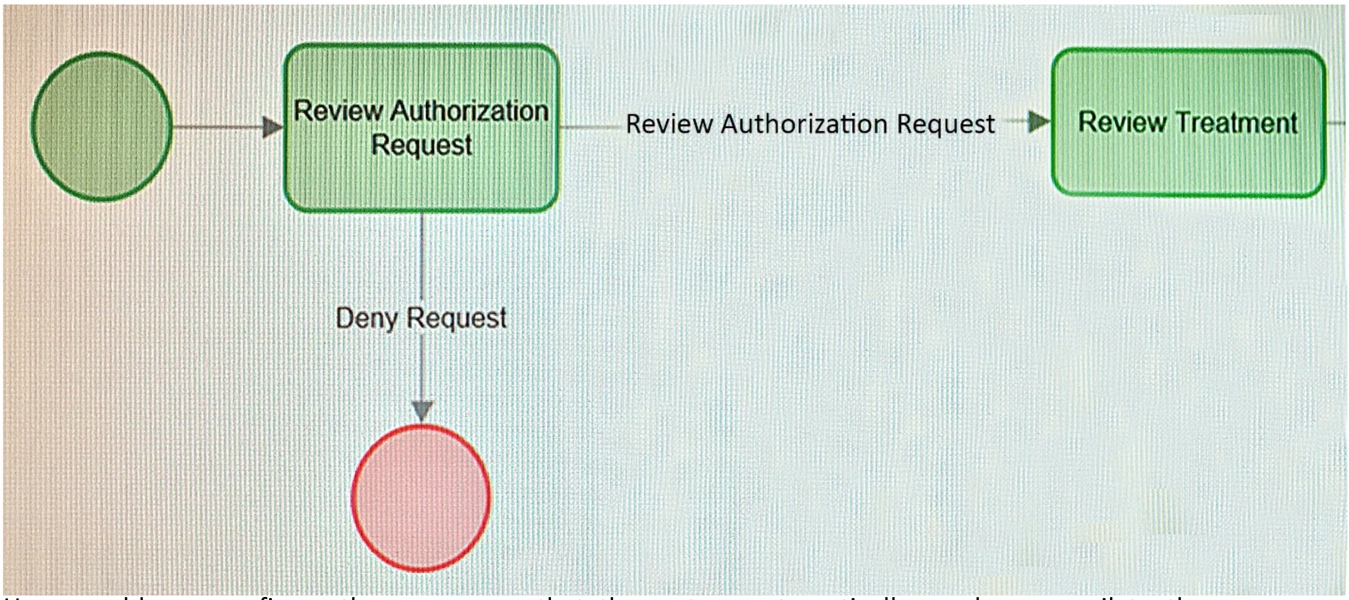
A. Use the standard ToWorkGroup router and specify the current workgroup manager's ID as the destination.
B. Use the standard ToWorkGroup router.
C. Use the standard ToWorkGroupManager router.
D. Use the standard ToWorkGroupManager router and specify the current user as the user routing the assignment.

Answer: C

Explanation:
Reference:
https://pdn.pega.com/routing-assignment

Question: 59

Before a member is admitted to a hospital, a health care organization reviews authorization requests for insurance coverage. An intake operator performs the Review Authorization Request assignment to determine if the member qualifies for coverage.
If the member qualifies for coverage, the case advances to the Review Treatment assignment for review by a physician. When the case arrives in the physician's worklist, the system automatically sends the physician an email.
If the member is denied coverage, the system resolves the request. The system also automatically sends two types of correspondence to the member: a letter and an email notification.



How would you configure the process so that the system automatically sends an email to the physician when the case arrives at the physician's worklist?

A. Add an SLA to the Review Treatment assignment that includes an escalation notification.
B. Add a notification to the Review Authorization Request assignment.
C. Add a notification to the Review Treatment assignment.
D. Add a SendCorrespondence local action to the Review Authorization Request assignment.

Answer: A

Question: 60

DRAG DROP
Match the business need to the most appropriate work party instantiation option.

Business need		Work party instantiation option
A customer service representative (CSR) needs to add a spouse as an interested party to a case.		VOE
A customer submits a service request on-line and must be added to the case as an interested party.		*addWorkObjectParty* activity
A customer calls customer service representative (CSR) to initiate a service request.		*AddParty* flow action

Answer:

Business need		Work party instantiation option
A customer service representative (CSR) needs to add a spouse as an interested party to a case.		VOE
A customer submits a service request on-line and must be added to the case as an interested party.		*addWorkObjectParty* activity
A customer calls customer service representative (CSR) to initiate a service request.		*AddParty* flow action

Question: 61

An insurance company offers personal property policies. Art collections and wine collections are categorized as special types of personal properties. The company employs appraisers who are qualified to perform appraisals for either art collection or wine collections. Appraisers can only perform appraisal assignments in their qualified field.
How would you configure the router so that the assignment is worked on by a qualified appraiser?

A. Associate each appraiser to one of two work groups that correspond to the appraisal qualifications.
B. Associate each appraiser to the appraiser work group.
C. Associate each appraiser to a work group that useswork group parameters.
D. Associate each appraiser to a work group that uses skill parameters.

Answer: D

Question: 62

Which requirement is satisfied by configuring a service level agreement?

A. Users are notified when they receive an assignment.
B. Transaction dispute cases are considered more urgent than address change cases.
C. Requests from customers with elite status go to a dedicated work group.
D. A transaction review is completed within 24 hours.

Answer: D

Question: 63

In a purchase application, you allow customers to create purchase requests. Each purchase request contains a list of line items. Each line item holds the product identifier, quantity, and price. If a product is not in stock the application creates a purchase order. The purchase order is processed by the purchasing team.
Which two entities would you model as case types? (Choose two.)

A. Customer
B. Purchase order
C. Purchase request
D. Line item

Answer: A,B

Question: 64

A new hire process includes a Screen Job Applicant assignment. The recruiter who has been assigned the task should complete it within 24 hours. If the assignment is not completed in 24 hours, the

system automatically sends an email notification to the hiring manager.
How would you configure the process to ensure that the director receives the email after the goal is passed?

A. Add a Send Email shape to the process after the assignment.
B. Add an SLA with an escalation action to the assignment.
C. Add the SendCorrespondence flow action to theassignment.
D. Add a notification to the assignment.

Answer: C

Question: 65

You need to configure a case type to send a confirmation for change-of-address requests. The confirmation is sent to customers as an email, text message, and letter.
Which two options ensure that the content of the confirmation is the same for all three correspondence types? (Choose two.)

A. Create one correspondence rule containing the confirmation, then circumstance the correspondence rule for each correspondence type.
B. Create one correspondence rule for each correspondence type. Configure each correspondence rule to reference another correspondence rule that contains the confirmation.
C. Create one correspondence rule containing the confirmation. Configure the correspondence rule to support all three correspondence types.
D. Create one correspondence rule for each correspondence type. Configure each correspondence rule to reference a paragraph rule that contains the confirmation.

Answer: A,B

Question: 66

You have an approval process assignment to a loan request process. The requirement states that a request can be routed to one or more managers for their approval. The hierarchy of approvals depends upon the total dollar amount of the request. For example, Cost Center Managers approve requests that are less than USD25,000. A request of greater than or equal to USD25,000 requires the approval of the Cost Center Manager, corporate Vice President, and Vice President of Finance.
How would you configure the routing for the approval process assignment?

A. Configure a single level approval flow type and route to a workbasket accessible by the approvers.
B. Configure a cascading approval flow type based on an authority matrix.
C. Configure a single level approval flow typebased on an authority matrix.
D. Configure a cascading approval flow type based on the reporting structure of the current user.

Answer: B

Question: 67

You have been asked to create a report that displays the following information:
- Assigned case worker (.pxAssignedOperatorID)
- Requestor (.pxCreateOperator)
- Request date (.pxCreateDateTime)
- Due date (.DueDate)
- Assigned vendor (.VendorName)

The report contains a filer to only return purchase requests with a status (.pyStatusWork) of open.
Which property can you optimize to improve report performance?

A. .pxAssignedOperatorID
B. .DueDate
C. .pxCreateDateTime
D. .pyStatusWork

Answer: A

Question: 68

You are asked to create a report definition that shows daily inventory levels. The manager wants to access the report in the Report Browser in the user portal. The manager also wants to add the report to a new category specifically for the distribution group.
What two configurations are required to support this request? (Choose two.)

A. Create a category rule for distribution group reports.
B. Select the report definition option that displays your report in the Report Browser.
C. Select the option in the ReportBrowser that allows users to view your report.
D. Allow users to subscribe to reports in the distribution group category.

Answer: A,B

Question: 69

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

A. Use the purchase requests column to group the cost centers.
B. Summarize the regional cost centers by count.
C. Filter the results so that only cost center and purchase requests are included in the report.
D. Summarize the purchase requests column by count.

Answer: A

Question: 70

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list and descends in order.
How would you design the report definition to support this requirement?

A. Select Count in the Summarize column for Create Date.
B. Make that Create Date the first column in the report.
C. Select Highest to Lowest sort type for Create Date.
D. Add a filter condition where Create Date is greater than the current date.

Answer: D

Question: 71

A report contains columns New Hire ID, New Hire Name, Start Date, and Location. The organization has offices in various cities throughout the U.S. A facilities manager requests a report that includes only new hires who are located in the Atlanta and Boston offices and have a start date within 30 days of the report date.
How would you configure the filter to support this requirement?

A. Create three conditions: Location equals Boston OR Location equals Atlanta AND Start Date equals 30 days.
B. Create threeconditions: Location equals Boston AND location equals Atlanta AND Start Date equals next 30 days.
C. Create one condition: Location equals Boston or Atlanta, Start Date equals next 30 days.
D. Create three conditions: Location equals Boston OR Location equals Atlanta AND Start Date equals next 30 days.

Answer: B

Question: 72

You have been asked to create a report that displays the following information:
- Assigned case worker (.pxAssignedOperatorID)
- Requestor (.pxCreateOperator)
- Request date (.pxCreateDateTime)
- Due date (.DueDate)
- Assigned vendor (.VendorName)

The report contains a filer to only return purchase requests with a status (.pyStatusWork) of open.
Which property can you optimize to improve report performance?

A. .pxAssignedOperatorID
B. .DueDate
C. .pxCreateDateTime
D. .pyStatusWork

Answer: A