**What is REST? Why we need to use REST. What is the difference between REST and SOAP?**

**What are different types of Flows?**

**What is the class of clipboard page?**

**What are the different pages in clipboard.**

**What are different property types.**

**What is the scenario when we use value list.**

**What are different activity types.**

**How can u create work object using activity.**

**What is the difference between spin off and split join?**

**What are the shapes which are available in start flow and do not appear in sub flow.**

**How do u handle exceptions in flows?**

**How do u restrict user not to edit the decision table.**

**What is map value? When we use map value.**

**Explain declarative rules with examples.**

**What is the difference between property validate and page validate?**

**What is availability of rules?**

**Explain availability of rules with example.**

**What is Rule resolution algorithm? How PRPC finds rules.**

**What is circumstance? How u do circumstance of a rule.**

**What is a product rule? How u will create that.**

**What is the difference between when and fork in flow.**

**How work object will be created. By default which table it will be stored. How to change the table which is mapped?**

**How do we find out which class mapped to which table.**

**How external database connected to PRPC. How tables are connected to different classes.**

**How to expose a property? What are different ways to expose it.**

**What is unexposed property? Where that value stored?What is the column which will store the values.**

**How to retrieve data from BLOB?**

**What are different validations in PRPC.**

**What is an agent.**

**What is Data agent and what is rule agent.**

**How to trace an agent.**

**What is the difference between thread, node and requestor?**

**Pega Interview Questions And Answers**

## [**ABOUT THE DCO (DIRECT CAPTURE OF OBJECTIVES) IN PEGA**](http://www.pegagang.com/blog/about-the-dco-direct-capture-of-objectives-in-pega)

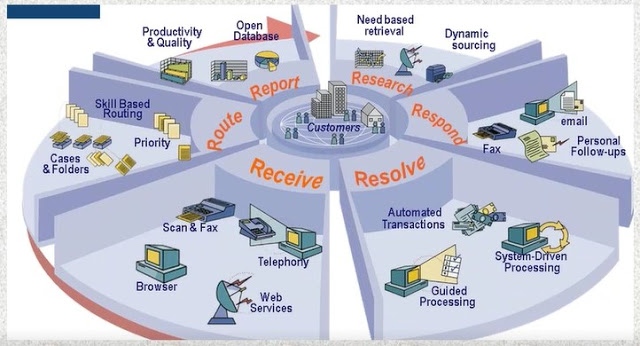
Direct Capture of Objectives (DCO) is the set of tools designed to capture and tie business objectives, project goals, requirements, and use cases to actual implementations.  
​  
Rules and tools include:

* Application Profiler
* Application Accelerator
* Application Document Wizard
* DCO Enablement Wizard
* Application Use Case rules
* Application Requirement rules

## [WHAT IS BPM (BUSINESS PROCESSES MANAGEMENT) ?](http://www.pegagang.com/blog/what-is-bpm-business-processes-management)

BPM is a Management Philosophy. It focuses on Business Processes and Sub-Processes of an Industry with the behavior of Systems and Individuals within it. It models the processes and subprocesses visually and uses advanced Information Technologies to solve the business problems. It strives for better performance, easy to change and quality software.

* Built for Change
* Time to Market

**Six R's:**  


* Receiving — Accepting and capturing the essential data describing work from multiple sources in multiple media and formats, from keyboards, scanners, and external systems.
* Routing — using characteristics of the work and knowledge about the workforce to make intelligent matches and assignments.
* Reporting -- providing real-time visibility of work in progress, work completed productivity, bottlenecks, and quality.
* Responding — Communicating status, requests for information, and progress to the work originator and to other people involved in the work, by email, fax, written mail, and other means.
* Researching -- Accessing external systems and databases through connectors to support analysis and decision making.
* Resolving -- through automated processing and automated support of users, completing the work and updating downstream systems promptly.

1. **Client side validation**. Here the validation process works without sending data to the server for processing. e.g. Suppose you wanna validate whether a user entered email in right format or you wanna make entering an email is necessary you can do that using simple HTML5 element and using required attribute.

1. **<input**type="email"required**/>**

Here when a user enter email the browser itself will check if it's in correct format and if user has entered a email before submitting

2. **Server - side validation**

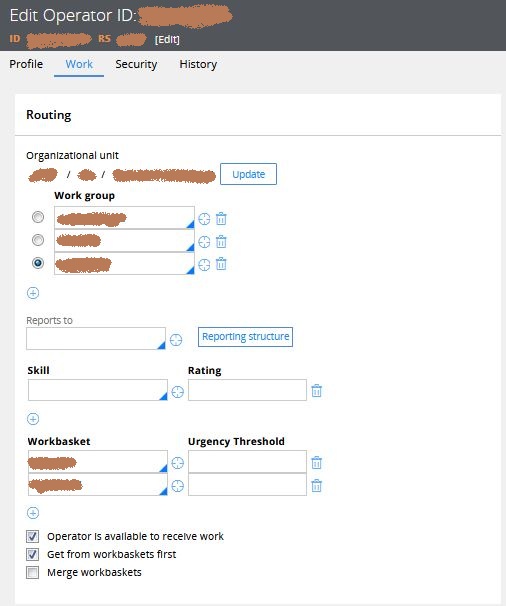
If the same thing is done using some server side scripting language it will be called server side validation.

**Q1. What is a Work Group? What is the primary function of a Work Group from a business perspective?**  
one operator can have more then one workbasket access.

Workgroup belongs to an organization where as the work basket belongs to a unit in the organization. Every Work basket has a work group and every operator has a default work group and can be authorized manager of many workgroups within the organization .

Ex. Operator's default work group is WG1 , and there are three workbaskets WB1,WB2,WB3 mapped to the operator's profile . The workgroup of workbaskets WB1,WB2 is WG1 and WB3 is WG2 respectively .

The operator can receive assignments from all the workbaskets using get next work , but the default work basket lists which is displayed is based on the active work group . If the active workgroup is WG1 you will see WB1,WB2 and the default workbasket of the workgroup and if the active workgroup is WG2 you will see WB3 and the default workbasket of the workgroup.



### Validations in PEGA PRPC

There are two types

* Server side validations
* Client side validations

Server side validations: using Activity rule with some methods – post condition/jump  
  
Client side validations: they are 3 types.

* Property Level Validations: can set from advanced tab. It is a fixed validation on property. It applies all over the application for the property. Pre-defined functions are available and we can define user defined validations
* Page Level Validations:  can set from Process > Validation In single rule, we can define multiple properties for validation in page level. We can set these from Flow Action. We can use predefined validations, but you can customize them. No chance to create User defined.
* Declare Validations: combination of Property level and Page level validations.Fixed validations like Property Level validation. Uses functions like Page Level validation

Note: Property level validation will be trigger automatically wherever we used that property. Page Level validation you need to explicitly call them.

**Q2. What is skimming explain?**  
It collect the highest version of the every rule in the ruleset and copies them into new major version of that ruleset on the same system.  
EX: If we are skimming loan appl:05-06-07, the only options like 06-01-01 and 07-01-01, but we can not skim to 05-07-08 and so on.

**Q3.  What are different methods used in activities?**  
Page-New, Page-Remove,  Obj-open,Obj-List, Obj-Save, RDB-Save,RDB-List,RDB-Delete etc..

**Q4. Different types of classes that PRPC support?**  
We have different types of Standard Classes will be avaliable which are,  
@baseclass is Ultimate base class, And Its Child Classes are work-, Data-, Rule-, Assign-, History-, etc. Pega always Support 2 types of classe which are Abstract Classes And Concrete Classes  
Abstract Classes are ends with ‘-‘ and abstract Classes cannot create any work object instances  
Concrete Classes will Does not ends with -, And Abstract Classes will create Workobject instances

**Q5. Explain about Work Object?**  
A **work object** is the primary unit of work completion in an application, and the primary collection of data that a flow operates on.  
As an application is used, work objects are created, updated, and eventually closed (resolved).  
Every work object has a unique ID (property pyID), an urgency value, and a status (property pyStatusWork).

**Q6. Explain about Work Object ID?**  
A **work object ID** is the permanent, external identifier of a work object.  
If we don’t specify a prefix (on the Details tab of the application rule), the Work-.GenerateID activity uses W- as the prefix and no suffix. The Work-Cover-.GenerateID activity uses C- as the default prefix. Conventionally, the F- prefix is used to identify folder work objects.

**Q7. Where we determine the prefix and suffix of of the Work Object ID?**  
The prefix and suffix are determined by a model rule pyDefault for the work type or the class corresponding to the class group. The model is referenced on the Process tab of the flow rule that creates the work object.

**Q8. How to call one activity from another activity:**  
They are two types:  
**a) Call:** If we call one activity to another activity by using call, it will execute the called activity and return back to calling activity then execute the remaining steps in a calling activity.  
**b) Branch:** If we call one activity to another activity by using Branch, it will execute the called activity and calling activity then it will not execute the remaining steps after branch.

**Q9.  How do you associate an operator with a workbasket?**  
Each operator may have a list of workbaskets that they can view. Normally users can fetch assignments directly from any workbasket defined for their own organizational unit. However, if the roles are specified in the roles array on the workbasket tab of the workbasket data instance, the operator must possess at least one access role that matches an access role in the Roles array.

**Q10. Diff b/n file listener and connect file?**  
File listener used to import data from a file.  
Connect file defines the name and location of an output file created by ur application.

**Q11. what is local action?**  
when action is finished work object returns to same assignment.

**Q12. what is WSDL file?**  
it is web services description language.it is written in XML format.

**Q13. Difference between Decision Table and Decision Tree:**  
Decision Table:

* The logic Implemented in Decision Table is if, else if condition.
* In Decision Table, if first condition is true, it will not check the remaining conditions/if first condition is false , then only it will check next condition.
* For simply logics, we can go for Decision table.  
  Decision Tree:
* The logic implemented in Decision Tree is if, if condition’s.
* In a Decision Tree, if first condition is true or false, it will check the al condition’s and it will return results.
* For simple logics, we can go for Decision Tree.

**Q14. What Is The Difference Between Listview And Summaryview ?**  
A summary view rule defines a two-level report display, presenting summary counts, totals or averages to be displayed initially, and allowing users to click a row to drill down to supporting detail for that row.  
Summary view rules support interactive charts, trend reports, and the use of AJAX for pop-up Smart Info windows.  
A summary view rule is an instance of the Rule-Obj-SummaryView rule type. This rule type is part of the Reports category.

A list view rule, an instance of the Rule-Obj-ListView rule type, defines a report. Users can personalize list view reports easily and interact with them.  
Use the Report wizard to define list view reports and link them to our portal.

**Q15. What Is Paging In A Listview?**  
To divide the ListView in to different pages and set the number of records to be displayed in a page.

**Q16. Can we refer the property without exposing in Reports?**  
We can refer the propertys in Display tab without exposing.  
But we can’t refer the property without exposing in Critera fields of the Content tab.

**Q17. What the class of getContent Activity?**  
Embed-ListParams class.

**Q18.  What is the activity responsible for getting the data in List View?**  
getContent Activity

**Q19. How to customize the getContent Activity?**  
Step1: Create Activity in Our Class and create the New page  
Step2: write a query and store in variable.  
Step3: call the listview as Call Rule-Obj-ListView  
Step4: Write the another activity in Embed-ListParams  
Step5: create the parameter. This parameter get the sql query from previous activity  
Step6: write Java method The java code in this method is  
Get the page from pyContentPage if page already exists. If page is not available it creates the new ContentPage.  
In this code get the sql query from the above parameter and pass this query and above created ContentPage as parameters to this tools.getDatabase().executeRDB(query, pagename) method.

**Q19.  What are SLAs used for? How do you configure an SLA?**  
SLAs are rules in PRPC that indicate the expected or targeted turnaround time for the assignment, or time-to-resolve for the work object. Each service level rule defines one to three-time intervals, known as goals, deadlines, and late intervals. Late intervals are repeated.  
Service level rules can be associated with assignments in a flow and with the entire flow. For example, we can set a goal of 2 hours to process an assignment and a deadline of 4 hours. (The time interval starts when the assignment is created, not when a user begins processing the assignment.)  
For assignments, the service level rule is referenced in the Assignment Properties panel of the assigned task.  
For the overall work object, the service level rule is identified in the standard property .pySLAName, typically set up through a model for the class. (The default value is the Default service level.)  
\*\* The Pega-ProCom agent detects service levels not achieved — unmet goals or deadlines — promptly. If an assignment is not completed before the time limit, the system can automatically notify one or more parties, escalate the assignment, cancel the entire flow, and so on.

**Q21.  What do you mean by Case Management in PEGA? When do you use folders?**  
Case Management involves managing work that, for processing and reporting purposes, differs from classic BPM work objects. Cases may involve:  
1. Less rigid structure.  
2. More flexibility in the order of tasks or which tasks are needed.  
3. Interrelationships with other work.  
4. Process Commander facilities supporting sophisticated case management include covers, folders, and case type rules.  
5. Case Management design is governed by the Case Type Definitions gadget, which is used to configure the following case type and work processing configurations. Using the gadget, you can:  
6. Construct covering relationships and build new case types using a standard tree gadget.  
7. Add entirely new case types: Creates Class and Case Type rules, provides standard starting flows for the new case type.  
8. Reuse existing case and work types.  
**Manage various aspects of work processing, including:**  
Service levels  
Attachments Categories(and automatic attachments when work objects are created).  
Automatic and conditional instantiation of covered items when a new cover(case) is created.  
Mapping roles to object access for your various case and work types.

**Q22.  What do you mean by exposing a property? Did you use any SQL tools or does Pega provide some means to expose columns?**  
A Single Value property that is visible as a column in a database table is said to be exposed. Only exposed properties can be used for the record selection operations in list view and summary view rules.  
In PEGA  we can use the ‘Modify Database Schema’ wizard to expose properties. Also, the database administrator can cause a property previously stored only inside the Storage Stream column to become a separate exposed column using SQL tools such as TOAD.  
\*\* Aggregate properties, properties within an embedded page, and properties that are not exposed are contained in a specially formatted Storage Stream or BLOB column. Most Pega Rules database tables contain a Storage Stream column named pzPVStream.  
\*\* Exposing too many properties in a table may speed reporting and searching operations, but make the insert and update operations slower. The tradeoff and relative impact depend on hardware and software and no general guidelines exist.

**Q23. How to connect with external data base:**

* Whenever we want to connect with external data base, first we need to create the data base.
* Whenever we create the data base, we need to provide the JDBC url name, user name and password.
* Once we created the date base, we need to create the data base class. In a data base class , we need to create the required properties.
* After creation of data base class, we need to create the data base table. At the time of creating data base table, we need to provide the data base name, data base table name and schema name.
* We need to create the connect sql. In a connect sql rule , if we want to fetch multiple records then we need to write the query in browse tab.
* If we want to fetch single record then we need to write query in open tab.
* If we want to save the data in to data base then we need to write the query in save tab.
* Create the activities by using RDB-Methods.

**Q24. What is Access Group and Access roles and difference between them?**  
Access groups make a set of RuleSet versions available to requestors. Use an access role name to convey permissions (capabilities) to a user or a group of users. Access roles can be referenced in requestor instances, Operator ID instances, in access group instances, in activities, and in queries.

# Advanced Pega Interview Questions For Experienced

Difference between Split-join and split for each?  
Split join is sub flow of ur flow is completed before continuing the current flow completed.  
Split for each is to send a work object through another flow based on the information in the pages of page list and page group.

Rule-Declare-Trigger?  
It identifies an activity to run when an instance of specific class is saved, updated or deleted in the database.  
this implements a form of forward chaining.  
EX: A Declare Trigger rule can execute an activity each time an instance of class is saved with modified ZIP code.The activity might send a email to  
Sales representative whose area includes new address.DT can implement a form of class history like date, time and other facts.

Obj-browse and obj-list difference?  
Obj-methods used to fetch the data from the BLOB columns, but RDB methods can only help to fetch the data from exposed columns.  
RDB methods are faster than Obj methods in terms of response time.

obj-validate and edit-validate?  
Obj-validate is used to run validate rules on set of properties and representing user input.  
edit-validate is used to test the user inputs.

Activity-end AND Exit-Activity difference?  
Activity-End is used to end the current activity and calling the activity.  
Exit-Activity is used to end the current activity.

Can we start a flow using activity and what is that method which is to be used?  
Yes, Flow-New method is used to start a new flow.

Can we resolve an work object using activity?  
by using call generate ID and Call Add work to resolve the work object.

Can we use Rdb-Save along with commit, if yes then why? if not yes then why?  
Yes, commit is used to save the data permanent in the DB.

What is skimming explain?  
It collect the highest version of the every rule in the ruleset and copies them into new major version of that ruleset on the same system.  
EX: If we are skimming loan appl:05-06-07, the only options like 06-01-01 and 07-01-01, but we can not skim to 05-07-08 and so on.

What is Access Group and Access roles and difference between them?  
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Use an access role name to convey permissions (capabilities) to a user or a group of users. Access roles can be referenced  
in requestor instances, Operator ID instances, in access group instances, in activities, and in queries.

What is Covers folder and object and differences among them?  
Cover is work object that is parent to one or more related work objects.  
One work party is present in the cover work object and also present in the covered work objects associated with the covers.  
Folder is work object in concrete class that inherits from the work-Folder-class.  
A folder object holds a collection of one or more other work objects providing access for reporting.

What is SLA? where we use SLA?  
A service level rule is an instance of the Rule-Obj-Service Level rule type. Each service level rule defines one or two time intervals, known as goals and deadlines that indicate the expected or targeted time for the assignment, or time-to-resolve for the work object.  
If an assignment isn’t completed before the time limit, the system can automatically raise the assignment, and cancel the entire flow, and so on

How many requestor types are there and what are they?  
Application, Batch, Browser, Portal.

### **Advanced Pega Interview Questions And Answers**

Backward chaining and forward chaining?  
Forward Chaining: It provides the automatic calculations of the property value by executing the declarative rule, when any one of the input property value is changed.  
EX: If the Area property depends on the Length and Width property, then forward chaining causes the Area property recomputed each time either  
Length/Width value changes.

Backward Chaining: It provides the automatic calculations of a property value by executing the declarative rule, when a value is needed for property rather than whenever inputs change.  
EX: If the Area property depends on the Length and Width property, then backward chaining causes the Area property recomputed each time the Area property is required.

Diff b/n file listener and connect file?  
File listener used to import data from a file.  
Connect file defines the name and location of an output file created by ur application.  
what is local action?  
when action is finished work object returns to same assignment.  
what is WSDL file?  
it is web services description language.it is written in XML format.

what is data-,work-,rule- classes?  
Rule- base class is the abstract class of the rule classes. It defines how an organization uses that application and run the business.  
Work- is the super class to all the classes that defines work objects.  
Data- is an abstract class that contains static data.  
Data- do not repeat the information stored in the other databases.  
such type of information can be accessed from the process commander system with connectors.

### **Virtusa Pega Interview Questions**

Tell me abt ur project and roles and responsibilities?

Declarative rules?  
Rule-Declare-Expressions, Rule-Declare-Index, Rule-Declare-Trigger, Rule-Declare-OnChange  
Rule-Declare-Constraints

Declare on change?  
it is the instance of Rule-Declare-OnChange rule types. it is used to run an activity automatically at activity step limits whenever the specify property value is changed. this capability provides automatic forward chaining.  
EX: we can create a declare onchange rule to send an email to emp whenever HRA,TA,PF is changed. we can define RDO rules property inside the embedded page. we need to specify page name and class name in the pages and classes tab.

Declare pages?  
it is the instance of Rule-Declare-Pages rule type. it is used to define the content of clipboard page that is available in read only mode for multiple requestors in ur application. the name of the declare page starts with Declare\_.

what is rule resolution?  
It is a mechanism to decide which rule need to be executed at run time.

Work process of rule resolution?  
@ match the class hierarchy.  
@ filter by ruleset list and availability.  
@ filter based on time  
@ Qualify on circumstance  
@ enforces access roles and privileges  
@ executing the survivor rule.

What is circumstance?  
Circumstance is the optional condition and enhancement of rule resolution alg. diff variations of the rules within the same version created for diff flavors suit for different situation. circumstance works during the rule resolution, at run time system first find the rules based on class hierarchy then searches for a rules the requestors session needs, it compares the values of rule set, version, availability to determine which rule executed.

What is call, branch?  
call Activity: the call activity instructs the current activity to find and run another activity using rule resolution.After the called activity completes the calling activity processing.the called activity can use its parameter page. the main advantage of call activity is reuse.  
Branch Activity: it is similar to call method. Branch activity refers to the another activity. the execution of the original activity ends the execution of the branched activity completed without return..

Diff b/w Obj-validate & Property-validate?  
( obj-validate is we can do validations for multiple properties of a single work object)  
( property-validate is only one property we can do validations for single work object)

### **Mphasis Pega Interview Questions**

What is Access Group?  
Access Group controls the security basing on the job functions. It is instance of Data-Admin-Operator-AccessGroup. Various aspects that can be controlled through access group are default and available types of works( also called as work pools ) , Primary rulesets ( Access Control to rulesets), Assigned roles, Portal layout

What is Work list, Work basket?  
work list is a outstanding assignment waiting for a user to perform them.  
work basket is a instance of Data-Admin-Workbasket class. Work object progress through a flow execution, the system creates assignment. Assignment may be created either with individual user or work basket.

what is parallel processing in pega?  
running a parallel sub flow to the main flow or calling a service through integration shapes and at the same time processing a job…..

what is Agent?  
Agents are internal background process operating on the server to run an activities. Agents are asynchronous and independent. They also perform system tasks such as sending email notifications and synchronizing caches across nodes. Activities they call run individually on their own scheduled and one activity doesn’t have to finish another activity

How to integrate with SOAP (or) how to create a connect SOAP?  
service pkg, service soap, activity.

what is diff b\n RDB,OBJ methods?  
Obj method can be used to fetch the data from Blob columns but RDB methods can only help to fetch the data from exposed columns  
RDB methods are faster than OBJ methods in terms of response time  
Normally we use OBJ methods for pega tables and RDB methods to fetch the data from external database

what is exact difference between step page and page new(both will create the pages)?  
Step page defines the page context on which a method is going to be executed. step page does not creates a page..while page-new is used to create page

what is exactly obj-browse and obj-list(why it is deprecated)  
obj-browse allows you to filter the data instead of fetching all the data…thus lesser memory consumption…  
deprecated means…pega does not recommends using it..but to support previous version application they have kept it

How to move code from development server to test server?  
create a new instance for product category, in that category we have to provide rule sets and rule set versions create zip file and moves to test server.

when will we go for may start and authenticate?  
If calling an activity from any other activity may start check box is optional.if the activity getting called for the form submission then may start in need to be checked.

Authentication is the process of determining the identity of user or requestor. proper authentication is required for the activity to get start for the corresponding operator. Activity will not triggered when the authentication is checked.

Describe Property-set method?  
set the value of one or more property values. it contains property name and property value.

Diff between Obj-open & Obj-browse ?  
obj-open is used to open single value in the blob column.  
obj-browse is used to open more than one value in the clipboard page/external system

## **Pega Interview Questions For Experienced**

What is flow-action?  
it is the instance of Rule-Obj-Flow Action rule type. it is the one category in UI specifies the choices to user performing assigned work object.  
Local FA: if action is finished, work object returns to same level.  
Connector FA: if action is finished, work object moves to next level.

What is d use of Primary page?  
the primary page is nothing but a clipboard page.  
primary page is nothing but a step page in activity. it refers in . to display the property..

Why u need class group?  
we need to add one or more class groups to create the work pools in which user associated in the access group to create the work objects.

What is SLA and how do u know whether it is working or nor?  
it is the instance of Rule-Obj-Servicelevel rule type.it can be added to assignment or work object.each SL defines one or more time intervals like Goal and dead line that indicates expected or targeted time for the assignment and time to resolve for work object. Within the clipboard we have to findout whether the pyGoalproperty and pyDeadlinepropety properties are empty then SL not working.

Differentiate constraint vs validation.?  
Constraint is a declarative rule which gets called automatically whenever invalid value entered by the user and show the error message according to ur logic, unlike constraint validation is not a declarative rule ad u need to call it from say flow actions/activity etc…it’s also used for validation.

what is use of guardrails?  
guardrails guide u, how to code any application in best way using pega.

What are the agents?  
Agents are internal background process operating on the server to run an activity. these are asynchronous and independent.  
These are 2 type rule agent queue, data-agent-queue

What is cover and covered objects?  
Cover is Work Object that is parent to one or more work objects. the covered WO are Children in Parent-Child relationship.  
one work party is present in the cover work object that is also present in the covered WO associated with the covers.

Have you used spin-off shapes in your application, if so what is the case?  
The work object processing in the current flow in parallel without waiting in the other flow to continue.

What are the types of log files we have?  
Pega logs: these are also called as system logs. message was created since the server starts recently.  
Alert log: it contains only alerts and supports performance related monitoring.

Tell me about the locking concept in PRPC?  
Lock should be held on the work object in order to save/update/delete the content in the db.

### **Real-Time Pega Interview Questions**

What is DWA (Direct Web Access)?  
DWA is any one access the World wide web and email to process an assignment on a one time basis.this feature extends the scope ur appl to empls  
througout the enterprise.

What are PEGA Guardrails?  
Adopt iterative approach  
Establish Robust foundation  
Do nothing that is hard  
Limit custom java  
Built for change  
Design intend on driven process  
Create easy to read flow  
Monitor performance regularly  
Calculate and edit declaratively not by procedurally  
Keep security object oriented

What is the diff b/n Decision Table and decision tree?  
D Tree is used to check multiple properties  
D Table is used to check only one property.

What is Declare expression?  
It helps the automatic calculations of the property value based on the changes of the other property value.

What is order of execution in Decision Table and decision tree?  
D tree used the order of if-then-else logic.  
D table used to making decisions against same data element.

Rule resolution algorithm?  
It is a mechanism to decide which rule need to be executed.

Explain about DCO?  
Direct Capture Object is an appl dev tools which includes,  
Application profiler wizard, Appl Accelerator, Appl Doc Wizard, Appl use cases, Appl requirements.

How do you remove the work objects?  
By using obj-delete method we can delete wo.

Do you have any idea about the AES?  
Autonomic Event Services is a process commander application that monitors, retrieves and organize the alert data from one or more clustered process commander system throughout the enterprise. AES provides the charts, reports information about the events.

What are the rules which are not rule resolved??  
withdrawn rule is not rule resolved.

What is the major difference between the Cover and Folder  
Cover is a work object that are parent to one or more related work objects.  
Folder is concrete class that is inherited from work-folder- class. Folder holds the collection of one or more other work objects.

What is Difference between screen flow and process flow?  
screen flow is for UI improvement..while process flow is for business logic execution..so both have diff purpose.  
In screen flow we can’t create a WO, in process flow we can create a WO. in Screen flow we have next, previous options are available in process flow not available.

How do you provide SLA for the work-object?  
within the assignment level we will provide the SLA.

If you have work experience on Soap Service. What are the rules required for Soap Service?  
Service Package, Service SOAP, Activity

### **Scenario Based Pega Interview Questions**

About the debugging tools like Clipboard, Tracer etc?  
Tracer: it is a tool that checks the individual requestors session, tracking the execution of rules. you can set the breakpoints to set the results of an action and review the property value.  
Clipboard: transferring the data between the application and database is clipboard. process commander keeps XML based structure called pages and page contains property value pairs.

What is the need of exposing a property?  
need to add a property one of the column in DB.

What is the difference between harness & section?  
Harness: Use Harness rule to define appearance and processing of wok object forms used in ur app to create WO and process Assignments.  
Harness rule define the complete forms that support all user interactions that create, update and resolve the WO.  
Section: A section rule defines the appearance and contents of the form.

What is SLA’s & what are the types of SLA’s. where we can put these?  
It is the instance of Rule-Obj-Service Level Rule type. It can be added to Assignment and work object.  
Service level contains 2 time intervals Goal and Deadline. it indicates the expected time for the assignment and time to resolve the WO.

Which inheritance is mandatory? direct Or pattern?  
both are mandatory depends on requirement we will use both. we will give first preference to Directed. It should not be left blank.

References: indiatrainings.in

If you know the answers for above Pega interview questions, please comment in the below comment box, it will be useful for fellow Pega developers.

**Pega Interview Questions and Answers**

 10 Jan 2019 11:53 am ||  0

**What is Pega?**

A business process management (BPM) software, PEGA is developed using Java. It eliminates the need to code software, beside automating manual work.

**What is harness in Pega?**

Harnesses in Pega is used to define the look and processing of user forms in any application that is necessary for the creation of work items and the processing of assignments.

**How to create a work object in Pega?**

**The steps to create work objects in Pega are-**

* Add a button such as a section or a header.
* Expand the cell property within the button and click on the action tab.
* To the button, add an action set.
* Add focus class as well as flow name to the button.
* Catch the present work object ID with “Param.prevRecordkey”.
* Using “Obj-Open-By-Handle”, open the case
* Using Page-Copy, copy the data from pagers.



**What is case management in Pega?**

Case Management in Pega allows an organization to quickly model and take care of multifarious case logic, without writing any programming codes.

**What is PRPC in Pega?**

PRPC or PegaRULES Process Commander is a core component of the Pega software product created by Pegasystems Inc (PEGA).

**What is an assignment in Pega?**

An assignment in Pega is a break in the flow and it denotes the need for an external system or a person to act on a work object so that the flow can resume.

**What is ruleset in Pega?**

A RuleSet in Pega is a collection of rules of business that defines an instance. The ruleset is an essential subset of PegaRULES that is necessary to reference instances in the database.

**How to create workbasket in Pega?**

**The steps to create a workbasket in Pega are-**

* Click on Record
* Select Workbasket under the Organization category.
* Right-click on Create.
* Indicate a name to identify the workbasket instance.
* Assign a name to convey the purpose and content to the users.

**What is parallel processing in Pega?**

Parallel processing has various levels in Pega. The system level allows every user to operate such as a process on one or multiple nodes in Java Virtual Machine. At the business process level, the Split-Join, Spinoff, and Split For Each shape ensure parallel processing. In a single user session, the external systems connections work are parallel to each other.

**How to open an exercise system in Pega?**

You can open an exercise system in Pega using a to the Pega 7 designer studio that opens in a new window.

**Explain case management in Pega?**

Case management in Pega enables a user to adapt to the unpredictable, event-driven or automatic changes in a case and its processes. It pools real-time adaptation with unique solutions for every case to suit ad-hoc additions. It also saves the case as a template for the future application. The advantages of Pega case management are-

* Improve the processes of case management with holistic support.
* Increase the efficacy of case-flow for automatic and dynamic response.
* Ensures consistency and removes errors with context-based and real-time management.
* Lessen time, costs and effort needed to implement case management.

**What is activity in PEGA?**

An activity in Pega is a basic sequential processing unit of Process Commander system that contains a sequence of steps with a method or an instruction.

**Explains the difference between activity and utility in Pega?**

In Pega, an activity indicates a sequence of automated business logic which follows the rule of Rule-Obj-Activity while Utility is a type of use of an activity that refers to a shape in the Pega flow.

**What is SLA in Pega?**

Service Level Agreement rules or SLA in Pega is an important feature that defines the intervals of time between deadlines and goals, in order to set a standard to resolve work in the application.

**How to trace SLA in Pega?**

**The steps to trace SLA in Pega are-**

* Terminate the agent.
* Delay it.
* Initiate the agent.
* Delay it again.
* In the requestors, select the delayed requestor and click on tracer.
* Send this case to a particular assignment containing the SLA within 60 seconds.

**What is work-pool in Pega?**

A work pool in Pega is a collection of the work objects, both open and resolved, as well as the work- classes that a user is able to enter in an application, determined by the system from a list of class groups.

**Describe the Access group in Pega?**

An access group in Pega is an example of Data-Admin-Operator-AccessGroup class that creates a set of RuleSet for the requestors. The developer defines access groups and assigns them to different users.

# TOP PEGA PRPC INTERVIEW QUESTIONS [NEWLY UPDATED]

###### **Before going to mock interview questions let see some basics of PEGA PRPC.**

###### **ACTIVITIES:**

By using Activities, we can set some default values to class properties.

* Generally, we can write business logics in Activities.
* In activities contains 108 predefined methods.  
  1. Steps  
  2. Parameters  
  3. security  
  4. Pages and classes.

###### **1. Steps:**

Steps tab contains series of steps, each and every step we need to call one predefined method.  
Each step contains,  
**a) Label:** It can be used to control the execution of steps. If we don’t want to execute, we need to give “//” symbol in label.  
**b) Description:** It gives the purpose of that method.  
**c) Step page:** In step page we will select the page name , that page name acts as a reference to class properties.

* Py work page is a default work page.
* Step page can be used to create user pages in a clipboard.

**d) Method:** It will define the pre-defined method available in a drop down list based on requirement.

###### **2. Parameters:**

It can be used to pass the parameter value to properties. They are two types;

**a) Parameter variable:** It is just like a global variables, which means we can acess the parameter variable in other activities also by using “param” keyword.  
**b) Local variable:** We can access the local variable in that activity by using “locale” keyword.

###### **3. Security:**

They are two types:  
**1) May start:** If we check the may start check box, that activity acts as a calling activity.  
**2) Authenticate:** If we check the Authenticate check box, that activity will be in sharing mode, means other operators can able to access this activity.  
If we uncheck the Authenticate check box, that activity will not be in sharing mode, other operators cannot be able to access this activity.

###### **3.Pages and classes:**

In a pages and classes tab, if we enter any page name and class name,that page name will be created in clipboard. This page name acts as a referance to class properties or clipboard properties.

###### **Types:**

**1) Activity:** When activity call from another activity or same activity, then activity should be Activity.  
**2) Utility:** when Activity call from a flow, then Activity should be Utility.  
**3) Connect:** If we are connecting through external data base or web services, then the Activity type should be Connect.  
**4) Trigger:** If we are writing any trigger messages, then activity type should be Trigger.  
**5) Route:** If we want to route the task , then activity type should be route.  
**6) Notify:** If we want to send notification messages through activity, then activity type should be Notify.  
**7) On change:** If we want to call activity in a declare on change rule, then activity type should be On change.

##### **How to call one activity from another activity:**

They are two types:  
**a) Call:** If we call one activity to another activity by using call, it will execute the called activity and return back to calling activity then execute the remaining steps in a calling activity.  
**b) Branch:** If we call one activity to another activity by using Branch, it will execute the called activity and calling activity then it will not execute the remaining steps after branch.

###### **Rule Availability:**

**1) Yes**: If Rule Availability is equal to Yes, then Rule is available to a particular set.  
**2) No/Draft Mode:** If Rule Availability is equal to No/Draft Mode, then Rule is not available to a particular set.  
**3) Final:** If Rule Availability is equal to Final, then Rule is not over write or change in a particular rule set.  
**4) Withdrawn:** If rule availability is equal to Withdrawn, then Rule is not available to lower version and it is available in current and higher version .  
**5) Blocked:** If Rule availability is equal to Blocked, then Rule is not available to lower versions of that particular class and inheritance class.

###### **Inheritance:**

They are two types:  
**1. Pattern inheritance.**  
**2. Direct inheritance.**  
Whenever we are searching for rule, Pega first checks with pattern Inheritance, if pattern inheritance is not able to find that rule then, it will check with Direct inheritance.  
¬ Direct inheritance checks with @base class.  
¬ By default pega follows Pattern inheritance.

###### **OBJ-METHODS:**

By using OBJ-Methods, we can fetch the data in to internal data base.  
**1. OBJ-OPEN:** By using OBJ-Open method, we can fetch single record from the data base by passing primary key value.  
**2. OBJ-SAVE:** By using OBJ-save method, we can save the data in to data base table.  
**3. OBJ-BROWSE:** By using OBJ-browse method, we can fetch multiple records from the data base table.  
**4. OBJ-DELETE:** By using OBJ-delete method, we can delete in to class insistance in a data base table.

###### **Dynamic select:**

By using Dynamic select, we can fetch the data from data base table Dynamically by using **OBJ-BROWSE** method.

###### **Repeating layout:**

By using Repeating lay out, we can display the multiple records data in a user interface.

###### **RDB-Methods:**

**1) RDB-List:** we can fetch multiple records from external data base.  
**2) RDB-OPEN:** we can fetch the single record from external data base table.  
**3) RDB-SAVE:** we can save the data in to external data base.  
**4) RDB-DELETE:** we can delete the class insistence.

##### **How to connect with external data base:**

* Whenever we want to connect with external data base, first we need to create the data base.
* Whenever we create the data base, we need to provide the JDBC url name, user name and password.
* Once we created the date base, we need to create the data base class. In a data base class , we need to create the required properties.
* After creation of data base class, we need to create the data base table. At the time of creating data base table, we need to provide the data base name, data base table name and schema name.
* We need to create the connect sql. In a connect sql rule , if we want to fetch multiple records then we need to write the query in browse tab.
* If we want to fetch single record then we need to write query in open tab.
* If we want to save the data in to data base then we need to write the query in save tab.
* Create the activities by using RDB-Methods.

##### **Data Transforms:**

By using Data Transforms, we can set default values to properties.

* We can copy one page information to another page.
* The default Data Transform in pega is pyDefault Data Transform.
* The default Data Transform belongs to ‘Work-’ class.
* Data Transform can be created under data model category.  
  Correspondence:
* By using Email correspondence we can send emails to other parties.
* By using send email notification method we can send emails to third parties.
* In a send email notification method we need to provide To mail, From mail, subject, message, smtp host name and password.
* For message we need to create the Email correspondence.
* By using Property-set-corr method in a activity we can call the correspondence.

###### **Decision rules:**

They are four types :  
1) Decision Table  
2) Decision Tree  
3) When Rule  
4) Map value

###### **1) Decision Table:**

* It can be created under decision category.
* By using property-map-decision table method, we can call the decision table in a activity.
* By using decision shape in a flow we can call decision table.
* Decision table returns only one value at a time.  
  2) Decision Tree:
* Decision Tree can be created under Decision category.
* By using property-map-decision tree method, we can call Decision Tree in a activity.
* By using Decision Shape in a flow, we can call Decision tree.

##### **Difference between Decision Table and Decision Tree:**

###### **Decision Table:**

* The logic Implemented in Decision Table is if, else if condition.
* In Decision Table, if first condition is true, it will not check the remaining conditions/if first condition is false , then only it will check next condition.
* For simply logics, we can go for Decision table.  
  Decision Tree:
* The logic implemented in Decision Tree is if, if condition’s.
* In a Decision Tree, if first condition is true or false, it will check the al condition’s and it will return results.
* For simple logics, we can go for Decision Tree.

###### **VALIDATIONS:**

There are two types of validations:  
**1. Edit validate:**

* By using Edit validate, we can validate single property.
* Edit validate can be created under Data model category.
* Edit validate can be called under property definition advanced tab.
* For Edit validate rule, we need to write java source code.
* By using Edit validate, we can achieve client side validations.

**2. Obj validate:**

* By using Obj validate rule, we can validate the multiple properties.
* Obj validate can be created under process category.
* Obj validate rule can be called in a flow action under Action tab.
* By using ‘obj-‘ validate method in a activity, we can the obj validate.
* By using obj validate, we can achieve server side validations.

###### **Client side validation:**

If you want to validate properties before submitting the forms, those validation we can call as a client side validations.

###### **Server side validation:**

If we want to validate properties after submitting the forms, those validations we can call as a server side validation.

###### **Declarative Rules**

Declarative Rules no need to call separately. Based up on the properties we can create the Declarative Rules.  
Types:  
1. Declare expression  
2. Declare constraints  
3. Declare on change  
4. Declare page  
5. Declare Trigger  
6. Declare Index

###### **1) Declare expression:**

whenever we are changing the source property value automatically, it will change the target property value.

###### **Forward chaining:**

Whenever we are changing the input property value automatically it will change the target property value.

###### **Backward chaining:**

Whenever we are using target property value, automatically it will recalculate the input values.

###### **2) Declare constraints:**

* By using declare constraints, we can validate multiple properties.
* By using this, we can achieve client side validation.
* It can be created under Decision category.
* Declare constraints no need to call separately.  
  3) Declare on change:
* If we change any property value, automatically it will run the activity.
* For Declare on change we need to create when rule and activity.
* Declare On change can be created under Decision category.  
  4) Declare Pages:  
  Declare Page is a top-level clipboard created by execution of a declare page rule type. The name of a declarative pages starts with Declare\_. The content of this pages are visible but Read-only to the requestors. Declarative rules can be created and updated through activities.  
  5) Declare Trigger:  
  It can be used to run the Activities automatically when an instances of a specific class are created, updated or deleted in the database. It is defined under Decision category. It implements Forward chaining.  
  6) Declare Index:  
  It is used to define the criteria for automatically maintains index instances for faster access.

###### **Types of Flow Action**

1. Connector Flow Action:

* It can be called in a outgoing connector.
* In a out going connector we can be able to see which Flow Action we called.
* We can create a normal flow action.
* In a connector flow action, work object will move from one assignment to another assignment.

2. Local flow action:

* It can be called in a Assignment shape.
* In a Assignment shape we cannot able to see which Flow Action we called.
* If we want to display Pop-up’s then, we need Local Flow Action.
* In a Local Flow Action, work object will be in same Assignment shape.

###### **Types of Flows:**

1. Straight through process:  
The flows contains only starter shape and ending shape without any shapes then we called as a straight through process.  
2. Process flow:

* In a process flow we can create work object and run the flow.
* We can call the flow in a outgoing connector.
* By using process flow, we cannot achieve front and back buttons.
* In a process flow individual Assignment routing is possible.
* We can call SLA, Local flow actions, Tickets in a Assignment shape.
* In a process flow contains many shapes.  
    
    
    
    
  3. Screen Flow:
* In this, we cannot create the work object and individually we cannot run the flow.And by using sub process shape we can call the screen flow in some other shape.
* We can call the Flow Action in a Assignment shape.
* In a screen Flow, we can achieve front and back buttons.
* In this, individual assignment is not possible, entire screen flow can route in a starter shape.
* We cannot call SLA, local action, Tickets in a Assignment shape.
* In a screen Flow contains some shapes.  
  Routing  
  By using Routing, we can transfer the work or task to single or multiple operator’s. Routing can be done in two ways:  
  a) Work List:  
  If we want to transfer or route the work to single operator, we can use work list.  
  b) Work Basket:  
  By using work Basket, we can transfer the work to multiple operators.

###### **SLA**

SLA defines how much time and urgency is required to complete work.  
• SLA can be created under process category.  
• SLA defines 3 types of time intervals.

a. Goal Time: Goal time can be calculated from whenever your work is created or started.

b. Dead Line Time: It can be calculated from whenever task is created or started.  
c. Passed Dead Line Time: It can be calculated from whenever dead line time is completed

• **SLA defines 5 types of urgency values**  
a. Default urgency  
b. Initial urgency.  
c. Goal urgency.  
d. Dead Line urgency.  
e. Passed Dead Line urgency.  
• The default urgency value is 10.  
• The default value urgency is defined in PyDefault Data Transform, its property name is .PxUrgencyWorkClass.

**They are two types of SLA’s**  
1. Assignment level SLA:  
It can be called in flow under Assignment shape.  
2. Work object level SLA:  
It can be called in a default data transform with property name .pySLAname

###### **Tickets**

* Tickets is just like a go to statement, whenever you want to jump from one assignment to another assignment we can set Tickets.
* It can be created under process category.
* Tickets contains only history tab.
* By using obj-set-Ticket method in a activity we can call Tickets.  
  Rule Inspector.
* By using Rule Inspector, we can identify the flow action, section’s and property names at the run time.
* If we want to Modify sections, flow actions, properties and declarative rules, we can use Rule Inspector.

###### **Exception**

By using Transition check box in a activity we can handle the Exception.

###### **Tracer**

* Tracer is the one of the debugging tool.
* By using Tracer, we can Trace the activities, decision rules, declarative rules, when rules, flows and data transforms.

###### **Tracer contains:**

I. Pause: if you want to start or stop  
II. Clear: if you want to clear the tracer, needs to click on clear.  
III. Settings: whatever we want to trace, we need to select the particular rule like activities, when rule.  
IV. Break points: If I want to trace particular activity, particular step then We need to set Break point.  
V. Watch variable: we can able to see parameter variable in a watch.  
VI. Remote Tracer: If I want to trace some other operator work, by using Remote Tracer we can Trace.

###### **Documentations**

Click on pega logo-Application-tools-Documentation

###### **War file**

* First we need to check in all the rules.
* Lock the rule set.
* Create a package file.
* Export product file in to PROD OR UAT OR DEV TETSING.

##### **LET NOW WE GO FOR MOCK INTERVIEW**

Advertisements

###### **What is built in Pega class? How many types of inheritance in Pega? What is pattern inheritance and direct inheritance? Define data class and work class? What is operator and how will you create it? What is rule and ruleset in pega prpc? How to Create Operators and First Abstract Class? How to Create a Class Structure? Define page, page list and page group? Define single value, value list and value group? How to Create Data Table Classes? How to Create User interface? What is section and flow action? Define different types of layout in section? How to create a flow action? How to create activity. Giving Input using property set method. Looking at the pyWorkPage.Using Page remove method. Checking User pages , created In the clipboard. How to insert data  into the data tables through activities. How to fetch data from the data tables. How to fetch multiple records from the data tables. How to conditionally display a section. What is decision rule and define the types of decision rule ? How to create Decision Table? How to create a Decision Tree? What is declarative rules and defines the types of decorative rule? How to declare expressions? How to declare constraints? How to Declare on change?**

FQA

##### **1.     Define Service and Connecter?**

Service— Pega PRPC acts as server and external system acts as client.  
Service SOAP

Connect–  Pega PRPC acts as client and external system acts as server.  
Connect-SOAP, Connect SQl

##### **2.     Which type of Service or Connecter used in your project?**

Service-SOAP, Connect-SOAP, Connect-SQL…

##### **3.     How to call one activity from other Activity**

Call/branch

##### **4.     How to run 2 activities in parallel?**

We will have run in parallel option to run Connect-SOAP  activity..

##### **5.     Diff b/w Decision tree, Table, Map-Value?**

Tree Complex if else structure..  
Table- if else in tabular format.. less complex..  
Map-Value  based of single property..

###### **6.     Class group, work pool, workbasket, work group?**

##### **7.     Different type of connecter in a flow?**

Status,else,always

##### **8.     Flow, flow action, local action difference?**

Flow—defines process…  
Local action—updates the work item..never advances the flow..  
Connector—advances the flow..

##### **9.     What are SLA type’s types?**

Workobject level – give sla name at pySLAName property of data transform,…  
Assignment level..Give a Assignement shape

##### **10.  How you configure SLA in assignment?**

At assignment shape in flow

##### **11.  What are Work parties?**

Interested to know about the work but do not directly resolve WO…  ex Com,gov,operator,org,Person

##### **12.  What are different methods used in activities?**

Page-New, Page-Remove,  Obj-open,Obj-List, Obj-Save, RDB-Save,RDB-List,RDB-Delete etc..

##### **13.  Activity types**

Activity, utility, LoadDeclarativePage,  Trigger,Validate,Assembly etc..,

##### **14.  How to create work object through an activity and which method to use to create work object**

Call Work-.new

###### **15.  Case Management**

##### **16.  Different type of flow**

ScreenFlow, SubFlow  starter flow..

##### **17.  Different types of container in section**

##### **18.  Types of Harness**

New, Confirm, Perform Review Reopen

##### **19.  Agent types**

Standard,Advanced,Legacy

##### **20.  How you trace an agent**

Using SMA  
Agent Mgnt ◊ select the required agent-> delay the agent->  
Find the requestor id..  
Requestor Mgt -> trace the agent by selecting requestor id..

##### **21.  Data Queue agents**

Created by PRPC system.. for Rule-Agent-Queue

##### **22.  Obj-open ,Obj-Browse**

Obj-open to open single instance..  
Browse is to form the list of embedded pages… for the given criteria..

##### **23.  Diff b/w Obj type methods and RDB type methods**

Obj-used for both internal and external DBs  
RDB used for only External databases..

RDB methods working with Pega internal DBs causes Loss of data.

##### **24.  Different types of properties**

11 modes  
Single aggregate..

##### **25.  Diff b/w single property , aggregate property**

Single-Property simple integer, text, decimal, date, etc..,  
Aggregate — List, group properties

##### **26.  Define report and types**

Reporting— detailed display of records from DB..

##### **27.  Diff  b/w list view ,Summary View and Report Definition**

List view—  Detailed record by record display  
Summary View— Chart representation of data  
Report Definition—Can be used as both List View and Summary view

28.  Email Listener ,File listener  
29.  Access Groups, access roles  
30.  Parameter values ,local values  
Parameter values are    across activities..  
Local values  available only in that activity..

31.  Different types of pages in clipboard  
Declare pages, user pages, operator ,Organization, division etc.,

32.  PAL, Pre-flight  
Preflight facilitates to find warnings in activities and decision rules..  
  
  
  
  
33.   Tracer  
34.  How to connect External DB from your application  
create         Data-Admin-DB-Name with java bridge details..  
           Data-Admin-DB-Table with schema name and Table name.  
          Click on test connectivity

35.  Smart BPM Methodologies  
14 steps..

36.  Diff b/w BPM and BRE  
BPM – automatic processing..  
BRE—Only business rules.. flows not required.

37.  Circumstance and types simple circumstance (value based,time based), multiple circumstance (circumstance definition, circumstance template)

38.  Rule set and Rule set Versions  
Container of Rules id Ruleset—multiple versions can be created for a single ruleset

39.  What is grid layout tree layout  
40.  Guardrails in Pega  
Limit custom java, establish robust foundation, build for change, do nthing hard,etc..,

41.  Import ,export rules   Product, ProductPatch

42.  Production rule set  
43.  Agile Methodologies  SCRUM  
  
  
  
  
44.  Work Type:  
fundamental unit of work .can be create, update and resolve  
45.  Work Item:  
Unique Id, Urgency and status.  
6R`s Automation: Receive (accepting), Routing, Report, Respond, Research (decision), Resolve  
46.  What are the fields in the properties panel of an assignment shape?  
Route    Notify Ticket Status Localactions  Harness  
47. Where can we call the activities in a flow action?  
Post activity Preactivity at action tab  
48.  What is Class structure of your Project? Explain about the project Flow?  
Organizatin-> Division-> Framework->Implementation  
49.  What is the Rule availability?  
Rule available for  Rule Resolution algorithm, Yes,No,Final,Blocked,Wirhtdrawn  
50. What is the Final availability and how can change availability of Rule?  
Save into different Ruleset

51.  Can you Override Final rule?  
S.     Only in same Ruleset  
52.  What is the rule resolution Algorithm and can you tell me how it works or search?  
Rule resolution is the search algorithm that the system uses to find the best or most appropriate rule instance to apply in a situation.  
Rule resolution applies to all but a few rule types — classes that inherit from the Rule- base class. Rule resolution does not apply to instances of classes derived from the Work-, Data-, or any other base class.

# Best 50 Pega Interview Questions And Answers pdf

[Pega Interview Questions And Answers](https://svrtechnologies.com/Course/pega-interview-questions-and-answers/) / By [Admin](https://svrtechnologies.com/author/admin/)

**1. What is skimming explain?**

**Answer**: It collect the highest version of the every rule in the ruleset and copies them into new major version of that ruleset on the same system. (Best 50 Pega Interview Questions And Answers pdf)  
EX: If we are skimming loan appl:05-06-07, the only options like 06-01-01 and 07-01-01, but we can not skim to 05-07-08 and so on.

**2.Explain About Page-set-messages Method?**

**Answer** : Use the Page-Set-Messages method to add a message to a clipboard page. Like a message associated with a property, a message associated with a page normally prevents the page from being saved into the database.

**3. Default data table where the instance of the class are store (how it will search ) pc\_work**

**Answer**: Workbasket assignments are stored in a single pr\_assign\_workbasket table.  
Worklist assignments are stored in a single pr\_assign\_worklist table.  
The Work- base class is mapped to the pc\_work table, a table with columns that represent all the work object properties that need to be exposed for flow processing to function correctly. Map your work object classes to either the pc\_work stable or another table that has the same columns.  
The Data- base class is mapped to the pr\_data table. Map your data classes to either the pr\_data table or another table that has the same columns.  
all Rule related data will be stored in pr4\_pegarules.The pr\_other table is the last resort or default destination for saved insstances that belong to a class that is not mapped to any other tables.

**4. How to send multiple correspondences at a time?**

**Answer**: Preflight: Starts the Application Preflight tool, which reports warning conditions on the rules in your Application RuleSets. These may indicate guardrail compliance issues, potential performance issues, accessibility status, or other notable conditions.

– Application Preflight tool to list each rule in an application that contains a warning message. Warning messages suggest that the rule is at variance with guardrails and other best practices. You can also check for browser compatibility of visual elements.  
you can extend the set of warnings with a custom activity named Rule-ZZZZ.CheckForCustomWarnings, where Rule-ZZZZ is a rule type.  
Warnings are maintained as instances of the Index-Warning class and saved in the pr\_index\_warnings database table.

The standard decision tree rule Embed-Warning.pxWarningDetails controls whether warnings of a specific type are reported in the Application Preflight tool. By default, all are reported; you can override this decision tree rule to choose which to omit. This decision tree tests the property pxWarningType, which can have values indicating the source of the warning, such as:

=> Java — an activity contains a Java step  
=> API 02 — an activity uses the Version 3 PublicAPI

=> WriteNow — An activity step includes a method with an immediate database write operation rather than a Commit method.

**5. What is Covers folder and object and differences among them?**

**Answer:** Cover is work object that is parent to one or more related work objects.  
One work party is present in the cover work object and also present in the covered work objects associated with the covers.  
Folder is work object in concrete class that inherits from the work-Folder-class.  
A folder object holds a collection of one or more other work objects providing access for reporting.

**6. Declare pages?**

**Answer**: it is the instance of Rule-Declare-Pages rule type. it is used to define the content of clipboard page that is available in read only mode for multiple requestors in ur application. the name of the declare page starts with Declare

**7. what is rule resolution?**

**Answer:** It is a mechanism to decide which rule need to be executed at run time.

Work process of rule resolution?  
@ match the class hierarchy.  
@ filter by ruleset list and availability.  
@ filter based on time  
@ Qualify on circumstance  
@ enforces access roles and privileges  
@ executing the survivor rule.

**8. What Is The Difference Between Listview And Summaryview ?**

**Answer :**A summary view rule defines a two-level report display, presenting summary counts, totals or averages to be displayed initially, and allowing users to click a row to drill down to supporting detail for that row.  
Summary view rules support interactive charts, trend reports, and the use of AJAX for pop-up Smart Info windows.  
A summary view rule is an instance of the Rule-Obj-SummaryView rule type. This rule type is part of the Reports category.  
A list view rule, an instance of the Rule-Obj-ListView rule type, defines a report. Users can personalize list view reports easily and interact with them.  
Use the Report wizard to define list view reports and link them to our portal.

(Best 50 Pega Interview Questions And Answers pdf)

**9. Explain In Brief The Configuration Of A List View?**

**Answer** : List view (an instance of Rule-Obj-ListView ) is used to define a custom report or personal version of a report.

A list view can be configured as follows:

Applies to class of list view will be taken as the database table map for the search criteria.  
Display fields tab is used to depict the fields that are displayed along with category and to enable/disable  
sorting  
Content tab is used to depict the criteria, fields to be retrieved, key of each row (if selected) and Report  
source (Page name where the values should be saved and the activity to be called)  
In organize tab we specify to enable/disable paging, page size, mode, alignment etc.  
We can also configure additional buttons and their fragments here.  
Format tab is used to depict the formatting of the list (like even/odd coloring) and details on single click etc.  
List view can be accessed from an activity or html as follows:

A list view can be used for complex retrievals from database by not specifying the display, format and Organize tabl.([SAP FICO Training Videos](https://svrtechnologies.com/sap-training/sap-fico-training-videos))

**10. What are the primary configurations that you do in an Access Group?**

**Answer**: The primary purpose of an access group is to make a set of RuleSet versions available to requestors.

Also, the access group associated with a user affects access control by determining:

The portal layout that a user sees first after logging in.

The local customization RuleSet name and RuleSet version. These usually are defaulted when this user creates a new rule instance.

The application rule for this user.

Optionally, the access roles available to this user.

Workpools available to the user.

**11. What are Work Parties? How do you send correspondence to work parties?**

**Answer**: Work party is a person, organization, or other actor identified in a work object, who can be the recipient of the email or other forms of correspondence. A work object may identify no work parties, one, or many work parties. The work party role associated with each work party identifies why a party is present and may determine which properties are defined for that party.

A Notify activity, when referenced in a flow, sends out correspondence, such as an email message, when a flow execution creates an assignment. Typically, the system addresses correspondence to a work party identified in the work object and reports progress to that party.

**12. What are screen flows and screen tabbed flows**

**Answer**: Many computer input procedures are most effectively handled by presenting a user with a series of simple forms that each require only one or a few questions to be answered. After submitting a form, a user receives with another simple form (with more questions) that may depend on previous answers. At any point, users can backtrack to review, or change, previous answers.

Process Commander can support such interactions with screen flows, a flow rule with specific settings.

([IBM MainFrames Online Training](https://svrtechnologies.com/mainframe-training/ibm-mainframes-online-training))

Three runtime presentations are available to allow users to navigate within a screen flow execution at runtime:

Completed tasks (that are designated as entry points) appear as blue rectangles in a breadcrumbs control. A user selects a rectangle to return to that task.

Tabs for both completed and future tasks (that are marked as entry points) appear at the top of the action area. Completed tasks contain with a check mark.

No breadcrumbs control or tabs appear. A user can return to a completed task that is marked as an entry point when the button appears.

**13. What is the difference between Page-Validate and Property-Validate methods?**

**Answer:** Page-Validate method is used to validate all the properties present on a page. If a page has embedded pages, this method works recursively to validate all the properties. This method consumes lot of system resources and takes more time. If you want to validate specific properties use Obj-Validate method with Rule-Obj-Validate rule.

Property-Validate method is used to impose restrictions on a property value. Use Edit validate rule along with Property-Validate method to impose restrictions. You can validate multiple properties using Property-Validate method.

**14. Performance of our work in the pega is measured using?**

**Answer:** DBTrace: DBTrace is a feature in the Performance Analysis Tool (PAL) that creates a detailed log of calls to the PegaRULES database. DBTrace displays SQL statements sent to the database and the time spent for each operation.

PAL: This data is stored in “PAL counters” or “PAL readings.” PAL stands for Performance AnaLyzer, and is a collection of counters and timer readings, stored in the requestor, that an application developer could use to analyze performance issues in a system.

PAL Features

Add Reading  
Add Reading with Clipboard Size  
Reset Data  
Save Data  
Start DBTrace  
DBTrace Options  
Start Profiler  
Show Graph  
My Alerts  
Alerts: During application processing, Process Commander writes to the performance alert log a sequence of text entries called alert messages that identify mainly performance-related issues or errors. The performance alert log is usually named PegaRULES-ALERT-YYYY-MMM-DD log.

AES: Exceptions are processed in a similar way as alerts. When a Process Commander server generates exceptions they are sent by SOAP to the AES system. The system parses the exceptions and stores the records in the pegaam\_exception table in the AES database. Based upon how often an exception occurs and the system events that triggered those exceptions, AES aggregates these records into work objects called AES exception items. These items are written to the AES database in the pegaam\_exception\_work table ([MainFrame Training](https://svrtechnologies.com/mainframe-training))

**15. what is parallel processing in pega?**

**Answer:** running a parallel sub flow to the main flow or calling a service through integration shapes and at the same time processing a job…..

**16. What is Difference between screen flow and process flow?**

**Answer:** screen flow is for UI improvement..while process flow is for business logic execution..so both have diff purpose.  
In screen flow we can’t create a WO, in process flow we can create a WO. in Screen flow we have next, previous options are available in process flow not available.

(Best 50 Pega Interview Questions And Answers pdf)

**17. What is the difference between harness & section?**

**Answer**: Harness: Use Harness rule to define appearance and processing of wok object forms used in ur app to create WO and process Assignments.  
Harness rule define the complete forms that support all user interactions that create, update and resolve the WO.  
Section: A section rule defines the appearance and contents of the form.

**18. How To Expose Aggregate Property?**

**Answer :**

Declare Index rule is a better approach.

1. Create a concrete class derived from the Index- base class.  
2. Create Single Value properties in the new class to hold values of the embedded values.  
3. Create a Declare Index rule with the appropriate embedded Page Context value that copies the embedded values into a new Index- instance.  
4. Save the Declare Index rule. It executes immediately, adding and deleting instances of the new class.  
5. Expose database columns corresponding to the Index- class.  
6. Reference the Index- properties in the list view rule.

**19. Explain In Brief About The Configuration Of A Summary View?**

**Answer :**Summary views are used to create reports which are grouped by certain criteria and can be later drilled down.

A Summary view can be configured as follows:

Applies to class of summary view will be taken as the database table map for the search criteria  
Category is used to know under which tab the report should come.  
Criteria is used in the where class (this can be asked to user by enabling prompt user)  
Group by and field functions (like count) are used for initial display. If we have more than one group by  
it is Displayed one after another on clicking +  
Drill down fields are used to display the fields when we click on the assignment.  
Format is used to tell how to format the display and charts can also be used.  
Summary view can be accessed from an activity or html as follows:  
Call Rule-Obj-List View. ShowView activity with classname and summary view name as parameters

**20. What are workbaskets? What is the relationship between a Work Group and Workbasket?**

**Answer:** Assignments for work objects may be associated either with individual users

(and appear on their work lists) or with a workbasket. All users who are

qualified to work on work objects from that work basket may remove an

assignment from the workbasket to process the assignment. The “contents” of a workbasket is a set of assignments awaiting processing, ordered in decreasing urgency, similar to the contents of a worklist.

Few other important things to keep in mind about workbaskets are (If only the specific question is asked then answer as below):

Assignments leave a workbasket in three ways:

Users who are qualified can remove an assignment from the workbasket to process the assignment.

An application can automatically route assignments in a workbasket to users based on work schedules, due dates, skills, workloads, and other factors.

Managers can transfer assignments from a workbasket to user worklists.

\*\* During execution of a flow, a router task can choose which workbasket is most appropriate to receive a newly created assignment.

\*\* The relationship between workgroups and workbaskets is one-to-many i.e. one workgroup can be associated with multiple workbaskets. (In the workbasket tab of workbasket data instances we enter the name of a workgroup that uses the workbasket. This field determines which workbaskets appear in the View Queue list on the My Group area of the Process Work workspace for managers).

**21. What do you mean by exposing a property? Did you use any SQL tools or does Pega provide some means to expose columns?**

**Answer:** A Single Value property that is visible as a column in a database table is said to be exposed. Only exposed properties can be used for the record selection operations in list view and summary view rules.

In PEGA we can use the ‘Modify Database Schema’ wizard to expose properties. Also, the database administrator can cause a property previously stored only inside the Storage Stream column to become a separate exposed column using SQL tools such as TOAD.

\*\* Aggregate properties, properties within an embedded page, and properties that are not exposed are contained in a specially formatted Storage Stream or BLOB column. Most Pega Rules database tables contain a Storage Stream column named pzPVStream.

\*\* Exposing too many properties in a table may speed reporting and searching operations, but make the insert and update operations slower. The tradeoff and relative impact depend on hardware and software and no general guidelines exist.

(Best 50 Pega Interview Questions And Answers pdf)

**22. How to expose a single value property?**

**Answer :** Process Commander stores the values of all aggregate properties and some Single Value properties in a BLOB column (the Storage Stream) usually in a compressed form. Such properties cannot support selection in list view and summary view reports, and can slow retrieval and processing in other operations

1. Select Tools > Database > Modify Database Schema.  
2. A list of databases identified in Database data instances appears. Select a database and click Next .  
3. A list of tables in the selected database appears from Database Table instances. Select a table.  
4. Click Explore Columns .  
5. The resulting List of Classes window displays the number of rows in the table, the number of columns in the table and a list of the classes assigned to that table. The Properties Set to Be Visible value counts the properties for which the Column Inclusion value is Required or Recommended. This Column Inclusion value is advisory, and does not indicate whether the property is exposed — corresponds to a column. The Count column shows the total count of properties in this class plus those its parent classes.  
6. To see the columns currently defined in this table, click the numeric link labeled Number of columns in this table.  
7. The List of Database Columns window shows the column name, column data type, and column width in bytes for each column in the table.

**23. What Are The Methods We Have Used For Validations?**

**Answer :**

a. Obj-Validate–we can referred this method in Activities and in flow actions at Validate Rule field.

b. Edit-Validate—- we can refer this in property form at edit-validate field and in activities through property-validate method.

Note: I think Obj-Validate is used for Server Side Validation and Edit-Validate is used for Client Side Validation.

**24. Explain About Page-copy Method?**

**Answer :**

Page-Copy method is used to copy the contents of a source [clipboard](https://svrtechnologies.com/) page to a new or previously created destination clipboard page. The source page is not altered.

After this method completes, the destination page contains properties copied from the source page, and can contain additional properties from a model.

**25. Explain About Property-set-message?**

**Answer :**

Property-Set-Message method is used to associate a text message with a property or a step page. The system reads the appropriate property and adds the message to the page. We can provide the entire literal text of the message, or reference a message rule key that in turn contains message text. (Rule-Message rule type).

**26. What are SLA’s, how are they different from Agents?**

**Answer:** A service level rule is an instance of the Rule-Obj-ServiceLevel type. The service  
level can define a goal and a deadline times for processing an assignment, and can  
execute activities if the goal or the deadline is not met. This assignment-level service  
level is distinct from any service level associated with the entire flow.  
At runtime, an internal countdown clock (measuring the completion of the assignment  
against the goal and deadline times computed from the service level rule) starts when the  
assignment task is created.  
An agent is a background internal requestor operating on the server. These requestors can  
periodically monitor conditions and perform processing as necessary.  
Most agents are defined by an Agent Queue rule (Rule-Agent-Queue), which includes a  
list of the activities they perform.

**27. If I have 3 different work objects in my application, how to store them in three different tables?**

**Answer:**Open/Create the Data-Admin-DB-Table instance for each class and mention the table name. By doing this the individual work objects will be stored in the new table you mentioned in the Data-Admin-DB-Table instance. This is a best practice if there too many object instances for each class (Best 50 Pega Interview Questions And Answers pdf)

**28. Difference between obj-open and obj-open-by-handled**

**Answer:** Obj-Open : we will get multiple records from table based on the criteria from the specified class. Or Opens an instance of a given class  
OBJ-open-handle: here we have have to pass the pzInskey as a instance handle, this mehod will open only one record at time. Or Open object by handle to the [pzInsKey](https://en.wikipedia.org/wiki/Pegasystems) value  
The handle of an instance is a unique key, in an internal format, assembled by the system that identifies an instance in the PegaRULES database. It may differ from the visible key generally used to identify instances. (Every instance has a unique handle, but more than one instance may share the same visible key.) For rule instances, the handle includes system-generated identifying values (including the create date and time) that make it unique.  
Use the Obj-Open-By-Handle method only if you can determine the unique handle that permanently identifies which instance to open. Otherwise, use the Obj-Open method.

**29. What is SLA? where we use SLA?**

**Answer:**A service level rule is an instance of the Rule-Obj-Service Level rule type. Each service level rule defines one or two time intervals, known as goals and deadlines that indicate the expected or targeted time for the assignment, or time-to-resolve for the work object.  
If an assignment isn’t completed before the time limit, the system can automatically raise the assignment, and cancel the entire flow, and so on

**30. What is a screen flow, why it is used?**

**Answer:** A series of forms that each require only one or few questions to be answered. After submitting a form, user receives with another simple forms with more fields that my depend on previous answers. At any point user can go to previous forms to review or change previous answers.

To make a screen flow, create a new flow rule and select screen flow in the Template field.

**31. When do we say that a work object is resolved? Can a work object be resolved manually?**

**Answer:** When the flow reached the end shape, the work object gets resolved.

Manually it can be resolved through UpdateStatus activity and provide the values for “StatusWork” parameter as Resolved.

**32. How to store the instance of the class in a specific database?**

**Answer:** Creating the separate DB table for that work class with in the DB, or map to external db and further saves will go to that DB

**33. Difference between obj-list, rdb-list?**

**Answer:** Obj-list : Retrieve to a page, read-only, a selected set of properties Import ant fields Obj-List:  
RequestType: The Type of the browse; allows different processing or sets of properties to be defined. Defaults to Standard. Key-part to the Rule-RDB-SQL instance.

Access: An indication of the database package used to access this table, from the INI file (currently ODBC). Key-part to the Rule-RDB-SQL instance.

ClassName: The object class on which the browse is performed.

Rdb-list: To Retrive external Relational Database List.  
Import tant fields in RDB-List:

PageName: Page Name indicating where the results will be put

ObjClass: The object Class to List. When used with RuleObjList parameter, this is the class of the list to use.

([Top 50 Oracle Interview Questions](https://svrtechnologies.com/oracle-interview-questions/top-50-oracle-interview-questions-and-answers-pdf) )

**34. How a user’s ruleset list is formed ( the logic )?**

**Answer:** The system adds entries it finds from following sources in the order listed. The system adds entries it finds from these sources in the top of the list,

Requestor : (Data-Admin-Requestor class) — Usually this adds the RuleSets named Pega-RULES, and Pega-IntSvcs and a version or version prefix for these  
Division — As referenced in the Operator-ID instance  
Organization — As referenced in the Operator-ID instance  
Access Group : As referenced in the Operator-ID instance  
Ruleset Versions — Prerequisite RuleSets and Versions to those already compiled  
Operator ID : If this user has the ability to check out rules, the personal RuleSet (named the same as the Operator ID key) is added last. Also called as private ruleset.  
Q. How to connect external java application without using connect-java

**35. Decision / fork usage… Scenarios Decision**

**Answer:**  
Decision: Use the Decision task ( ) to reference a map value rule, decision table rule, decision tree rule or a Boolean expression that when evaluated produces a value that is the basis of branching in the flow.  
At runtime, the system evaluates the decision rule based on inputs from the flow and the work object, and chooses one of the outgoing connectors based on the result. No user interaction or input is required.  
Fork: Use the fork shape ( ) to represent a point where the flow execution chooses one of a few different paths (connectors) based on tests on the work object. At runtime, the system evaluates the conditions on each outgoing connector, starting with the connector assigned the highest likelihood.

(Best 50 Pega Interview Questions And Answers pdf)

**36. What is Access Group?**

**Answer:** Access Group controls the security basing on the job functions. It is instance of Data-Admin-Operator-AccessGroup. Various aspects that can be controlled through access group are default and available types of works( also called as work pools ) , Primary rulesets ( Access Control to rulesets), Assigned roles, Portal layout

**37. when will we go for may start and authenticate?**

**Answer:** If calling an activity from any other activity may start check box is optional.if the activity getting called for the form submission then may start in need to be checked.

Authentication is the process of determining the identity of user or requestor. proper authentication is required for the activity to get start for the corresponding operator. Activity will not triggered when the authentication is checked.

**38. What is SLA’s & what are the types of SLA’s. where we can put these?**

**Answer:** It is the instance of Rule-Obj-Service Level Rule type. It can be added to Assignment and work object.  
Service level contains 2 time intervals Goal and Deadline. it indicates the expected time for the assignment and time to resolve the WO.

**39. What is a Work Group? What is the primary function of a Work Group from a business perspective?**

**Answer:** A workgroup is a logical collection of operators having a common supervisor i,e. a workgroup can identify a user who is a supervisor and a set of workers and workbaskets that report to that supervisor. ([Company](https://www.pega.com/))  
Use – For the supervisor of a workgroup, the My Group area of the Process Workspace provides quick access to the work lists and workbaskets associated with the group (In the workbasket tab of workbasket data instances we enter the name of a workgroup that uses the workbasket. This field determines which workbaskets appear in the View Queue list on the My Group area of the Process Work workspace for managers). Also, workgroups facilitate for better monitoring and reporting of tasks on the Monitor Activity workspace.

**40. What Is Exposing A Property?**

**Answer:** Exposing a property means to make a property as a separate independent column so that it can be used in sql queries and as a criteria in reporting.  
Steps are as follows,

**41. What is an Agent?**

**Answer:** An agent is an internal background process operating on the server that runs activities on a periodic basis.  
Agents route work according to the rules in our application.  
Agents also perform system tasks such as sending e-mail notifications about assignments and outgoing correspondence, generating updated indexes for the full-text search feature, synchronizing caches across nodes in a multiple node system, and so on

**42. How do we do Escalation?Answer :**

Escalation refers to any processing within a Process Commander application that causes high-priority work objects to become visible to users and managers and to be processed sooner rather than later.

The numeric property known as urgency determines the order that assignments for that work object appear on worklists. Escalation recalculates the urgency value to reflect its age, impending due date, or explicit management inputs.

Escalation can occur through a service level rule associated with the flow and through background processing by the Pega-ProCom agent.

**43. Explain About Post Activity?Answer :**

Activity to run after other successful processing of this flow action.

For screen flow rules By default, when this flow action appears as a step in a screen flow rule, and the user at runtime clicks away to a different step in the screen flow rule, this activity rule does not run. To cause this activity to execute when the user clicks away to a different step, select the Post Action on Click Away? check box on the Assignment shape properties panel.

**44. What are SLAs used for? How do you configure an SLA?**

**Answer:** SLAs are rules in PRPC that indicate the expected or targeted turnaround time for the assignment, or time-to-resolve for the work object. Each service level rule defines one to three-time intervals, known as goals, deadlines, and late intervals. Late intervals are repeated.  
Service level rules can be associated with assignments in a flow and with the entire flow. For example, we can set a goal of 2 hours to process an assignment and a deadline of 4 hours. (The time interval starts when the assignment is created, not when a user begins processing the assignment.)  
For assignments, the service level rule is referenced in the Assignment Properties panel of the assigned task.  
For the overall work object, the service level rule is identified in the standard property .pySLAName, typically set up through a model for the class. (The default value is the Default service level.)  
\*\* The Pega-ProCom agent detects service levels not achieved — unmet goals or deadlines — promptly. If an assignment is not completed before the time limit, the system can automatically notify one or more parties, escalate the assignment, cancel the entire flow, and so on.

**45. What is Access Group and Access roles and difference between them?**

**Answer:** Access groups make a set of RuleSet versions available to requestors. Use an access role name to convey permissions (capabilities) to a user or a group of users. Access roles can be referenced in requestor instances, Operator ID instances, in access group instances, in activities, and in queries. (Best 50 Pega Interview Questions And Answers pdf)

**46. How do you associate an operator with a workbasket?**

**Answer:** Each operator may have a list of workbaskets that they can view. Normally users can fetch assignments directly from any workbasket defined for their own organizational unit. However, if the roles are specified in the roles array on the workbasket tab of the workbasket data instance, the operator must possess at least one access role that matches an access role in the Roles array.

**47. What is the difference between a Workpool and a Work Type? Can a workpool belong to another workpool? Can a worktype belong to a work pool?**

**Answer:** Different work types (classes derived from the Work- base class) are grouped into one class group and when this class group is added to auser in his access group, the user can work on each work type of each class group added. Class groups so added are called as Work pools. A workpool cannot belong to another work pool. Multiple work types can belong to a work pool

\*\* Class Group – A class group instance causes the system to store the instances corresponding to two or more concrete classes that share a common key format in a single database table. The name of the class group is a prefix of the names of the member classes. Class groups and work pools are basically the same things and class groups added to an access group are called work pools.

**48. What are declarative rules? Few examples**

**Answer:** A declarative rule describes a computational relationship among

property values that are expected to be valid “always” or “often” or “as

needed”. Declarative rules will be in force automatically and hence you need not call these rules explicitly. The primary benefit of declarative processing is that the system controls when computations are processed. Some examples are :

Constraints rules (Rule-Declare-Constraints rule type)

Declare Expression rules (Rule-Declare-Expressions rule type)

Declare Index rules (Rule-Declare-Index rule type)

Declare OnChange rules (Rule-Declare-OnChange rule type)

Declare Trigger rules (Rule-Declare-Trigger rule types)

\*\* Keep in mind the concept of forward chaining and backward chaining and out of the above rules only Declare Expressions can use both FW Chaining as well as BW chaining. Rest all use only forward chaining.

**49. Migration of patches from one environment to another?**

**Answer:** For Migration of rules from one environment to another we create a ZIP file containing rules from one or more RuleSets. For this, we use a product rule (Rule-Admin-Product rule type) or a product patch rule (Rule-Admin-Product-Patch rule type) and then import the zip file into the target environment. Also, we can use the export gadget to create the zip file for rulesets.

\*\* The data instances (such as access groups, operator ids etc.) can be included in the product or patch rules.

**50. What are Agents and how to configure them?**

**Answer:** An agent is an internal background process operating on the server that runs activities on a periodic basis. Agents route work according to the rules in your application; they also perform system tasks such as sending email notifications about assignments and outgoing correspondence, generating updated indexes for the full-text search feature, synchronizing caches across nodes in a multiple node systems, and so on.

Agents are defined by Agents rules (Rule-Agent-Queue rule type). Agents are enabled and are scheduled through Agent Queue data instances (Data-Agent-Queue class). The pattern (periodic/recurring) and interval (amount of time, in seconds, that the agent waits before restarting) for the Agent rule is configured in the Agent Queue data instances.

**PEGA Interview Questions :-**

**1. Operator ID instances are normally stored in the**

**PegaRULES database as rows of the**

pr\_operators table.

**2. What is volatile variable?**

The volatile keyword is a type qualifier used to declare that an

object can be modified in the program by something such as theoperating system, the hardware, or a concurrently executingthread.This means every time the variable is requested inside the program,each time the value is read from the source memory location(harddrive,devices. Etc).normal variables are stored in virtual memory ofthe processor. They are synced with source memory location onlytwice. Once during first read and second termination write.This is useful when the variable is used as a control condition inmulti threaded or RT applications applications.

**3. How many access groups can be associated to an**

**operator at once ?**

Only one access group at a time , but one operator will have multiple

access group in their operator id instance.

**4. Can u explain abot rule set types ?**

We have Different types of rule sets are available in Pega

**5. What is a production rule set ? How will it be helpful ?**

In the production rulesets area we can provide rulesets, rules in this

rulesets will be unlocked in production, the end users directly will

change these rules as per requirement, this is called rule delegation.

**6. What is the default access role used by developers ?**

Pega rules SysAdmin4

**7. Different types of classes that PRPC support?**

Ans – We have different types of Standard Classes will be avaliable

which are,

@baseclass is Ultimate base class, And Its Child Classes are work-,

Data-, Rule-, Assign-, History-, etc.

Pega always Support 2 types of classe which are Abstract Classes And

Concrete Classes

Abstract Classes are ends with ‘-‘ and abstract Classes cannot create

any work object instances

Concrete Classes will Does not ends with -, And Abstract Classes will

create Workobject instances

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**8. Rule Resolution ? Inheritance ?**

7 steps

Defer load means, suppose u can use any tabbed Section in that

situation u want to load the data on each tab u can write one activity

to retrieving data, then large amount of data will be loaded in

clipboard, Its an performance hit load the more data in clipboard, So

in that situation we can use Defer load option it will prevent

performance because while u Check the Defer load option it will ask

some activity on each tab Cell properties, so when ever the particular

tab is opened then relevant activity only will be fired and load the

related data…So it will Avoid the performance Yes we can load the

values in drop down

**9. How many types of portals does PRPC can provide?**

**Where will you specify the portals that u have created?**

Composite portals, Fixed portals, Custom portals, mobile portals

After creating a portal it will specified in the Access group Settings

tab, then it will access to the particular user.

**10. Explain Different types of harness that u have used ?**

We have number of standard harness will be available in pega, but

most commonly used are new, perform, review, conform, Tabbed,

perform screen flow, Tree Navigation

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**11. If I want to restrict a user to perform on a particular**

**flow action, how can I achieve it?**

we can specify the privileges or when conditions in Security tab of the

flow action

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**12. How can u expose a property ? What is a linked property**

**?**

By using the modified Data base schema or optimise for reporting

option

Modifying database Schema- Select Data base Select Table-à View

Columns Select Columns Give Database username& password and the

Click Generate

Optimise reporting means right click on the property and select the

optimise for reporting

**13. Mention about the flow types ?**

Process flows, Screen flows, Subflow’s, Straight through process flows.

**14. In my screen flow I have 4 assignments. When I am at**

**3rd assignment, I want to route it to a different user. How**

**can it be done ?**

No it is not possible to route the assignment in the middle of the

screen flow…Suppose if you want to route the entire Screen flow will

be route to different user.. u can give the router in Start shape of the

screen flow

**15. Use of entry checkbox in screen flow ?**

Suppose u can specify the entry point checkbox in the assignment that

shape allows as a start point in the flow.. means for which assignment

shapes u can check this checkbox that assignments only display in the

output, then u can use the breadcrumbs and navigate any screen.

**16. What are all the different types of scope that declare**

**scope provide ?**

Node, Thread, Requestor

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**17. Advantages and limitations of declare page ?**

The main Advantage of the Declare pages is, It prevents the multiple

DB hits , Suppose is there multiple requestors in that node when ever

first user login into the application then load activity will be fired and

create a declare page and then loaded the data in that page, requestors

who can on that node will show this declare page and use the data on

that page.

The Disadvantages are its read only to the requestors, and can not add

the additional data and can’t delete the specific data.

**18. Diff b/w declare page and regular pages ?**

Declare pages are created through declarative rules, Declare\_ keyword

must be specified while creating a declare page, Declare pages are

read-only pages, These pages Cant delete ,update directly.

User pages are created through page new method in an activity, these

pages can be updated, deleted directly, these pages automatically

deleted once logout from the system.

**19. Diff types of declarative rules present?**

Declare Expressions, Declare Constraints, Declare On change, Declare

trigger, Declare Index.

**20. How do u specify if expression triggers f/w or b/w**

**chaining ?**

In the Chain tracking tab.

**21. How b/w chaining process works in Pega ? (Goal Seek)**

It will searches the first on dependency network After checking the

dependency the execution Starts from Lower expression to higher

expression. In Activity u can use goal-seek-property to find the

missing value of the property.

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**22. What type of Reporting features are provided by Pega?**

A. List View and Summary View

**23. What is the difference between List View and Summary**

**View ?**

A summary view rule defines a two-level report display, presenting

summary counts, totals or averages to be displayed initially, and

allowing users to click a row to drill down to supporting detail for

that row.

Summary view rules support interactive charts, trend reports, and

the use of AJAX for pop-up Smart Info windows.

A summary view rule is an instance of the Rule-Obj-Summary View

rule type. This rule type is part of the Reports category.

A list view rule, an instance of the Rule-Obj-List View rule type,

defines a report. Users can personalize list view reports easily and

interact with them.

Use the Report wizard to define list view reports and link them to

our portal.

**24. How to call a list view from an Activity?**

In an activity, the Obj-List-View can execute a list view rule.

**25. What is Paging in a list view?**

To divide the List View in to different pages and set the number of

records to be displayed in a page.

**26. What is exposing a property?**

Exposing a property means to make a property as a separate

independent column so that it can be used in sql queries and as a

Fuh Se Fantasy- Final Episode

When 3 people get together in a room,

what happens? Watch the steamiest…

Voot

Learn more

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criteria in reporting.

Steps are as follows,

**27. How to expose a single value property?**

Process Commander stores the values of all aggregate properties and

some Single Value properties in a BLOB column (the Storage Stream)

usually in a compressed form. Such properties cannot support

selection in list view and summary view reports, and can slow retrieval

and processing in other operations

1. Select Tools > Database > Modify Database Schema.

2. A list of databases identified in Database data instances appears.

Select a database and click Next .

3. A list of tables in the selected database appears from Database

Table instances. Select a table.

4. Click Explore Columns .

5. The resulting List of Classes window displays the number of rows in

the table, the number of columns in the table and a list of the classes

assigned to that table. The Properties Set to Be Visible value counts

the properties for which the Column Inclusion value is Required or

Recommended. This Column Inclusion value is advisory, and does not

indicate whether the property is exposed — corresponds to a column.

The Count column shows the total count of properties in this class

plus those its parent classes.

6. To see the columns currently defined in this table, click the numeric

link labeled Number of columns in this table.

7. The List of Database Columns window shows the column name,

column data type, and column width in bytes for each column in the

table.

**28. How to expose aggregate property?**

Declare Index rule is a better approach:-

1. Create a concrete class derived from the Index- base class.

2. Create Single Value properties in the new class to hold values of

the embedded values.

3. Create a Declare Index rule with the appropriate embedded Page

Context value that copies the embedded values into a new Indexinstance.

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4. Save the Declare Index rule. It executes immediately, adding and

deleting instances of the new class.

5. Expose database columns corresponding to the Index- class.

6. Reference the Index- properties in the list view rule.

**29. Can we refer the property without exposing in Reports?**

We can refer the properties in Display tab without exposing.

But we can’t refer the property without exposing in Criteria fields of

the Content tab.

**30. What is the activity responsible for getting the data in**

**List View?**

getContent Activity

**31. What the class of getContent Activity?**

Embed-ListParams class.

**32. Can or have you customize the getContent Activity?**

Yes

**33. How to customize the getContent Activity?**

Step1: Create Activity in Our Class and create the New page

Step2: write a query and store in variable.

Step3: call the listview as Call Rule-Obj-ListView

Step4: Write the another activity in Embed-ListParams

Step5: create the parameter. This parameter get the sql query from

previous activity

Step6: write Java method The java code in this method is

Get the page from pyContentPage if page already exists. If page is not

available it creates the new ContentPage.

In this code get the sql query from the above parameter and pass this

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query and above created ContentPage as parameters to this

tools.getDatabase().executeRDB(query, pagename) method.

**34. How do we get the data from the two different tables?**

Using Join tab in Reports

**35. How do we fetch the data from two different tables with**

**out using two different tables?**

Write a database View. In this view logically combine the Two

different tables.

Create class for this logically combined Table.

Write the List View. Applies to class is class of the Combined table. So

we can refer the properties of both the tables in list view.

**36. What is the use of HTML property in ListView?**

HTML Property rules appear in list view and summary view rules to

define the appearance of values in reports.

**37. Consider this scenario: I need to generate a list view**

**report of all the work objects created on a particular date**

**and then I need to include this list view in a section. How**

**this can be done?**

Select .px Create Date Time ( an exposed property ) under criteria and

give the value you are looking for.

To include it in a section, check the embedded check box and

customize the HTML of the section. In that we need to access the list

view in a JSP tag or In section Property is Display As ListView.

**38. What is the difference between List View and Obj-List?**

List view is generally used for complex queries where sorting is

required and also we can retrieve less information using Paging.

**39. Explain in brief the configuration of a list view?**

List view (an instance of Rule-Obj-ListView ) is used to define a

custom report or personal version of a report.

A list view can be configured as follows:-

Applies to class of list view will be taken as the database table map

for the search criteria.

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Display fields tab is used to depict the fields that are displayed

along with category and to enable/disable sorting

Content tab is used to depict the criteria, fields to be retrieved, key

of each row (if selected) and Report source (Page name where the

values should be saved and the activity to be called)

In organize tab we specify to enable/disable paging, page size,

mode, alignment etc.

We can also configure additional buttons and their fragments here.

Format tab is used to depict the formatting of the list (like

even/odd coloring) and details on single click etc.

**List view can be accessed from an activity or html as**

**follows:-**

Call Rule-Obj-ListView.ShowView activity with class name and list

view name as parameters

A list view can be used for complex retrievals from database by not

specifying the display, format and Organize tabl.

PyAction in that case would perform instead of refresh.

**40. Explain in brief about the configuration of a summary**

**view?**

Summary views are used to create reports which are grouped by

certain criteria and can be later drilled down.

A Summary view can be configured as follows:

Applies to class of summary view will be taken as the database table

map for the search criteria

Category is used to know under which tab the report should come.

Criteria is used in the where class (this can be asked to user by

enabling prompt user)

Group by and field functions (like count) are used for initial

display. If we have more than one group by

it is Displayed one after another on clicking +

Drill down fields are used to display the fields when we click on the

assignment.

Format is used to tell how to format the display and charts can also

be used.

Summary view can be accessed from an activity or html as follows:

Call Rule-Obj-ListView.ShowView activity with class name and

summary view name as parameters

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**41. Diff b/w list Obj-list-view results and obj-browse ?**

We can retrieve instances from multiple classes by using the obj-listview,

In obj-browse we can retrieve only Single Class Instances.

1) Diff types of log files available in PRPC?

2) Log level settings?

3) How do you track and analyse all your warnings?

Application Pre-flight tool

**42. What is an Agent?**

An agent is an internal background process operating on the server

that runs activities on a periodic basis.

Agents route work according to the rules in our application.

Agents also perform system tasks such as sending e-mail notifications

about assignments and outgoing correspondence, generating updated

indexes for the full-text search feature, synchronizing caches across

nodes in a multiple node system, and so on.

**43. How do we create an Agent?**

New a SysAdmin a Agents

Rule Set name is the Agent name

Agent is instance of Rule-Agent-Quiee.

**44. Do we need to create Agent Schedule?**

No. Agent schedules cannot be created manually.

The Agent Manager on our Process Commander system generate at

least one agent schedule instance for each agents rule.

By default, the Agent Manager checks for new or updated agents rule

once every ten minutes.

After we create an agents rule, the Agent Manager generates one

Agent Schedule instance for each node running on your Process

Commander system the next time it checks for new agents rules.

**45. Do we need to migrate Agent Schedule to other**

**environment?**

No

**46. What are the Agent running time intervals?**

Each agent activity runs individually on its own interval schedule, as a

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separate requestor thread.

Periodic — The agent runs the activity and then “sleeps” for the

number of seconds entered in the Interval column.

Recurring — The agent runs the activity based on a specified

calendar schedule (for example, every Monday at 5:00 P.M.).

**47. What are the Agent Running modes?**

Queue mode indicates whether the agent uses the agent queue

capability to process items from the agent queue. This feature allows

the agent to temporarily skip over items that fail — for example,

because a needed resource is locked — and try again later to process

the item later.

Standard — Specifies that this agent processes items from an agent

queue and that it relies on the system to provide object locking and

other transactional support.

Advanced — Specifies that this agent uses custom queuing

Legacy — specifies that this is an agent that was created in a version

prior to V5.4 and has not yet been updated. This option is not

available for agents created in V5.4 or later.

**48. What is the use of referring Access Group in Agents?**

Agent activity calls another activity. This called activity may not

appear in agent rule set. So setup of the Rule set list and Roles by

providing Access group in security Tab.

Select the access group to use for the legacy and advanced agents

listed in this rule. This field is ignored for agents with a type of

Standard.

**49. How do we Troubleshoot or Trace an Agent?**

1. < env name=”agent/enable” value=”true” />

Verify above tag in prconfig file. Value of the above tag is true or false.

2. In Agent Schedule, schedule tab verify the check box Enable this

agent is Checked or Not. And also verify the Enabled? Check box is

checked or Not.

3. Same thing also check in Agents Rule.

In Tracer we can trace the particular operator or particular Agent.

In prsysmgmt portal, In Agent Management select the particular

Agent and Delay the Agent and then run the Tracer.

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We can use the Agent Management link in the System Management

Application to monitor and control agent processing.

Agent runs on different nodes, select the particular node and run the

Tracer.

**50. What are the Agents for SLA and Correspondence?**

The agents in the Pega-ProCom RuleSet process e-mail, service level

rules, and assignments, archive work objects, and so on.

The agents in this rule provide the following types of processing:

1. Processing service level events and escalation

2. Applying a flow action to assignments in bulk

3. Sending out e-mail correspondence

4. Archiving and purging work objects, attachments, and history

5. Retrieving PDF files from the PegaDISTRIBUTION Manager

6. Running tests defined through the optional Automatic Testing

facility

7. Checking incoming e-mail

8. The activity System-Queue-ServiceLevel.ProcessEvents supports

service level processing for both assignments and work objects.

9. The activity Data-Corr-.Send supports outgoing e-mail if your

system contains one or more Email Account data instances with

a second key part of Notify.

**51. Who will create Data-Agent-Queue?**

The Agent Manager is a master agent that gathers and caches the

agent configuration information set for our system when Process

Commander starts. Then, at a regularly scheduled interval, it

determines whether any new agents rules were created during the last

period. If there are new agents rules, the Agent Manager adds them to

its list of agents and generates agent schedule data instances for them

for each node.

**52. What are the Standard Agents?**

our system includes three standard agents rules. Because these agents

rules are in locked RuleSets, we cannot modify them. To change the

configuration settings for the agents listed in these rules, update the

agent schedules generated from the agents rule.

Pega-IntSvcs,

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Five agents in the Pega-IntSvcs RuleSet process queued service and

connector requests and perform maintenance for

PegaDISTRIBUTION MANAGER (formerly called Correspondence

Output Server, or COS).

The agents in the Pega-ProCom RuleSet process e-mail, service level

rules, and assignments, archive work objects, and so on. The agents in

this rule provide the following types of processing:

Processing service level events and escalation

Applying a flow action to assignments in bulk

Sending out e-mail correspondence

Archiving and purging work objects, attachments, and history

Retrieving PDF files from the PegaDISTRIBUTION Manager

Checking incoming e-mail (deprecated in V5.3)

**Pega-RULES**

**The agents in the Pega-RULES RuleSet perform general**

**system housecleaning and periodic processing. The**

**agents in this rule provide the following processing:**

System Cleaner

System Pulse

Rule Usage Snapshot

Static Content Cleaner

System Work Indexer

**53. What is the use of Data-Agent-Queue?**

When you need to modify the behavior of an agent listed in an agents

rule in a locked RuleSet (any of the standard Process Commander

agents rules, for example) you do so by editing one or more of the

generated

A service level rule is an instance of the Rule-Obj-ServiceLevel type.

Each service level rule defines one to three time intervals, known as

goals, deadlines, and late intervals, that indicate the expected or

targeted turnaround time for the assignment, or time-to-resolve for

the work object.

The goal time is the smallest time interval, the deadline time is a

longer interval, and the late interval defines post-deadline times. Each

time interval is in days, hours, minutes, and seconds.

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**54. What are the types of SLA? Where they can be defined?**

Service level rules can be associated with a work object or an

assignment.

For assignments, the service level rule is referenced in the Assignment

Properties panel of the assignment task.

For the overall work object, the service level rule is identified in the

standard property .pySLAName, typically set up through a model for

the class. (The default value is the Default service level.)

**55. How do we do Escalation?**

Escalation refers to any processing within a Process Commander

application that causes high-priority work objects to become visible to

users and managers and to be processed sooner rather than later.

The numeric property known as urgency determines the order that

assignments for that work object appear on worklists. Escalation

recalculates the urgency value to reflect its age, impending due date,

or explicit management inputs.

Escalation can occur through a service level rule associated with the

flow and through background processing by the Pega-ProCom agent.

**56. What are SLA’s, how are they different from Agents?**

A service level rule is an instance of the Rule-Obj-ServiceLevel type.

The service

level can define a goal and a deadline times for processing an

assignment, and can

execute activities if the goal or the deadline is not met. This

assignment-level service

level is distinct from any service level associated with the entire

flow.

At runtime, an internal countdown clock (measuring the

completion of the assignment

against the goal and deadline times computed from the service level

rule) starts when the

assignment task is created.

An agent is a background internal requestor operating on the

server. These requestors can

periodically monitor conditions and perform processing as

necessary.

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Most agents are defined by an Agent Queue rule (Rule-Agent-

Queue), which includes a

list of the activities they perform.

**57. How to implement SLA’s? Is is possible to define a SLA**

**for the entire work object? If yes, how?**

SLA’s are always associated with an assignment. Just drag a SLA

shape and provide an instance of Rule-Obj-ServiceLevel.

Yes, SLA can be defined for the entire workobject by defining it in

the model.

The property for this is pySLAName.

**58. How to restrict a flow to particular users?**

By using privileges and when conditions under process tab of the flow

instance.

1. What are the types of Flow Actions?

A flow action rule controls how users interact with work object forms

to complete assignments.

Each flow action is defined by an instance of the Rule-Obj-FlowAction

rule type.

Flow actions are of two types:

Connector flow actions appear as lines on Visio presentation in the

Diagram tab of a flow rule. A line exits from an assignment shape and

ends at the next task in the flow. At runtime, users choose a connector

flow action, complete the assignment, and advances the work object

along the connector to the next task.

A local flow action, when selected at runtime, causes the assignment

to remain open and on the current user’s work list. Local flow actions

are recorded in the Assignment Properties panel and are not visible on

the Visio flow diagram.

A local flow action permits users at runtime to update, but not

complete, an assignment. Local flow actions always are optional.

Users may perform none, one, or multiple local flow actions, or repeat

a local flow action multiple times.

At runtime, users choose a connector flow action, complete the

assignment, and advances the work object along the connector to the

next task.

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**59. Explain about Pre Activity?**

At runtime, the system runs this activity before it does other

processing for this flow action. This activity is not visible on the Visio

flow diagram. This activity executes only once, the first time a user

selects this flow action for this assignment.

**60. Explain about Post Activity?**

Activity to run after other successful processing of this flow action.

For screen flow rules By default, when this flow action appears as a

step in a screen flow rule, and the user at runtime clicks away to a

different step in the screen flow rule, this activity rule does not run. To

cause this activity to execute when the user clicks away to a different

step, select the Post Action on Click Away? check box on the

Assignment shape properties panel.

**61. Explain about Local Flow Action?**

A local flow action permits users at runtime to update, but not

complete, an assignment. Like connector flow actions, local flow

actions are referenced inside an assignment task in a flow.

At runtime, users can select local flow actions to update assignment or

work object properties, change the assignee, and so on but do not

complete the assignment. If a service level rule is associated with the

assignment, the service level continues to run.

Local flow actions always are optional. Users may perform none, one,

or multiple local flow actions, or repeat a local flow action multiple

times.

On the Action tab of the Flow Action form, we can mark a flow action

rule as local, or connector, or both.

**62. How Rule-Edit-Validate is different from Rule-Obj-**

**Validate?**

Edit Validate is to validate a single property at a time but obj validate

rules are used to validate all the properties in a single go. Obj-Validate

method is used for this purpose.

**63. How one single property can be represented in different**

**forms on a screen?**

By using HTML Properties at the section level, not at the property

level.

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**64. Consider this scenario : I have a property of type**

**decimal, I need to restrict it to two decimal places only.**

**How easily this can be done?**

By using a qualifier “pyDecimal Precision” under Qualifiers tab.

**65. How to implement dynamic select and smart prompt?**

**What’s the major difference between them?**

Implementation of Dynamic Select:

1. In properties panel select Display As is DynamicSelect.

2. Write Activity for generating Dynamic Select.

3. By using Show-Page method display the data in XML format.

4. Dynamic Select is a drop down from which we can only select a

value.

5. Smart prompts acts both as a text box and a drop down.

6. Smart prompts are implemented by using ISNS\_FIELDTYPE,

ISNS\_CLASS, ISNS\_DATANODE.

**66. What is the difference b/w Page and Page List property,**

**how are they Implemented?**

Page property refers to a particular class and is used to access the

property of that class.

Page List Property also refers to a particular class, but it’s a collection

of individual pages of the same class which can be accessed through

numeric indexes.

**67. What is HTML Property?**

HTML Property rules are instances of the Rule-HTML-Property class.

They are part of the Property category.

Use HTML Property rules to control how properties appear on work

object forms, correspondence, and other HTML forms, for both

display and for accepting user input.

For properties of mode Single Value an HTML Property rule may be

identified in the Display Property field of the Property rule form.

HTML Property rules also may appear in list view and summary view

rules to define the appearance of values in reports, and in harness,

section, and flow action rules that define work object forms.

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**68. Explain about Special Properties?**

Standard properties means all the properties in the Pega-RULES,

Pega-IntSvcs, Pega-WB, and Pega-ProCom RuleSets have names start

with px, py, or pz.

These three prefixes are reserved. We cannot create new properties

with such names. We can override these standard properties with a

custom property of the same name (without changing the mode or

Type).

**Px:** Identifies properties that are special, meaning that the values

cannot be input by user input on an HTML form.

**Py:** Properties with names that start with py are not special,

meaning that values can be input by users on an HTML form.

**Pz:** Properties with names that start with pz support internal

system processing. Users cannot directly manipulate pz properties.

our application may examine these values, but do not set them. The

meaning of values may change with new product releases.

**Interview Questions On VALIDATIONS In PEGA :**

Validation rule is used to validate the value against the some other

value. Once the validation fails the system add error message to that

field in clipboard.

**69. What types of validations are there?**

Client Side Validations

Server Side Validations

**70. Define what are the Methods we have used for**

**validations?**

1. **Obj-Validate**–we can referred this method in Activities and in

flow actions at Validate Rule field.

2. **Edit-Validate**—- we can refer this in property form at editvalidate

field and in activities through property-validate method.

**Note:** I think Obj-Validate is used for Server Side Validation and

Edit-Validate is used for Client Side Validation.

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**71. How do you add custom message to the Property when it**

**fails the Validation.**

For this we have to use theProperty.addMessage(“your message”) tag.

**72. Message is set to the property and the checked in the**

**clipboard also , the messages got set successfully. But the**

**message is not displayed beside the field in the screen.**

**Why..?**

If the property has a html property, the tag <pega:include name

=”Messages”/> tag must be include

**73. Define the operation of Activity-End method?**

Use the Activity-End method to cause the system to End the current

activity and all calling activities.

Ex:if Alpha calls Beta, which calls Gamma, which calls Delta, which

performs the Activity-End method, all four activities are ended.

**74. Define about Exit-Activity method?**

The Exit-Activity method ends the current activity and returns control

to the calling activity.

**75. Define about Page-Copy method?**

Page-Copy method is used to copy the contents of a source clipboard

page to a new or previously created destination clipboard page. The

source page is not altered.

After this method completes, the destination page contains properties

copied from the source page, and can contain additional properties

from a model.

**76. Define about Page-New method?**

The Page-New method is used to create a page on the clipboard.

The new page may be a top-level page or an embedded page.

We can identify a model to initialize the newly created page. The

model can set values for one or more properties.

**77. Define about Page-Remove method?**

Page-Remove method is used to delete one or more pages from the

clipboard. The contents of the database are not affected.

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**78. Define about Page-Set-Messages method?**

Use the Page-Set-Messages method to add a message to a clipboard

page. Like a message associated with a property, a message associated

with a page normally prevents the page from being saved into the

database.

**79. Define about Property-Set-Message?**

Property-Set-Message method is used to associate a text message with

a property or a step page. The system reads the appropriate property

and adds the message to the page. We can provide the entire literal

text of the message, or reference a message rule key that in turn

contains message text. (Rule-Message rule type).

**80. Define about Property-Map-DecisionTable method?**

Use the Property-Map-DecisionTable method to evaluate a decision

table rule and save the result as the value of a property.

**81. Define about Property-Map-DecisionTree method?**

The Property-Map-DecisionTree method is used to evaluate a decision

tree rule (Rule-Declare-DecisionTree rule type) and store the result as

the value of a property.

**82. Define about Property-Map-Value?**

The Property-Map-Value method evaluates a one-dimensional map

value (Rule-Obj-MapValue rule type) defined in the parameter. The

method sets the result as a value for a Single Value property.

The related method Property-Map-ValuePair works similarly for twodimensional

map values.

**83. Define about Property-Remove method?**

Property-Remove method is used to delete a property or properties

and its associated value from the step page or another specified page.

This does not affect the property rule, its definition.

**84. Define about Property-Set method?**

Property-Set method is used to set the value of one or more specified

properties.

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**85. Define about Show-HTML method?**

The Show-HTML method is used to cause the activity to process an

HTML rule and send the resulting HTML to a user for display by

Internet Explorer. This may involve the interpretation of JSP tags (or

the older directives), which can access the clipboard to obtain

property values, or can insert other HTML rules, and so on.

**86. Define about Show-Page method?**

The Show-Page method is used to send an XML representation of the

step page to a user’s Internet Explorer browser session, as an aid to

debugging.

**Note:** Use Show-Page and Show-Property only for debugging.

**87. Define what is the difference between Call and Branch?**

The Call instruction calls the another specified activity and execute

it. When that activity completes, control returns to the calling

activity.

Use the Branch instruction to find another specified activity and

branch to it without a return.

When the system executes a Branch step, control transfers to

another activity found through rule resolution. Execution of the

original activity pauses.

When the branched activity ends, processing of the current activity

also ends.

No steps after the Branch step are executed.

**88. Define about Obj-List Method?**

1. Obj-List method is used to retrieve data to the clipboard as an

array of embedded pages.

2. This method creates one embedded page for each instance

retrieved.

3. The Obj-List-View method often produce more efficient SQL

statements and provide better performance than the Obj-List

method.

**89. Define about Obj-Browse method?**

Obj-Browse method is used to search instances of one class and copy

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the entire instances, or specified properties, to the clipboard as an

array of embedded pages.

Only properties exposed as columns can be used as selection criteria.

However, values of properties that are not exposed as columns,

including embedded properties, can be returned.

**90. Define about Obj-List-View method?**

Obj-List-View method is used to execute the retrieval and sorting

operations, but not the formatting and display processing, of a list

view rule.

The system uses rule resolution to find the list view rule and

executes it, but does not produce any HTML output display.

**91. Define about Obj-Open method?**

Obj-Open method is used to open an instance stored in the

PegaRULES database or in an external database linked to an external

class, and save it as a clipboard page.

The system uses the specified class and key fields to find and open the

object and place its data into the specified step page. The system

searches up the class hierarchy as appropriate to find the instance. If

it finds the specified step page, the system clears any data that is on it

and reuses the page. If no existing page has a name matching the

specified step page, the system creates a new page.

**92. Define about Obj-Open-By-Handle method?**

Use the Obj-Open-By-Handle method only if we can determine the

unique handle that permanently identifies which instance to open.

Otherwise, use the Obj-Open method.

**93. Define about Obj-Delete method?**

Obj-Delete method is used to delete a database instance

corresponding to a clipboard page and optionally to delete the

clipboard page too. We can cause the deletion to occur

immediately, or until execution of a Commit method.

This method can operate on objects of both internal classes

(corresponding to rows in a table in the PegaRULES database) and

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external classes (corresponding to rows in an external relational

database).

The Obj-Delete method uses the class of the page to obtain the

appropriate Rule-Obj-Class instance. It uses the table name, key

fields, and other aspects of the class rule to mark the instance for

deletion.

We can reverse or cancel a previously executed Obj-Delete method

by using the Obj-Save-Cancel method.

**94. Define about Obj-Save method?**

1. Obj-Save method is used to save a clipboard page to the

PegaRULES database or if the page belongs to an external class

save a clipboard page to an external database.

2. The Obj-Save method uses properties on the page to derive the

internal key under which it will be saved.

3. This method can create a new database instance or overwrite a

previous instance with that key.

4. We cannot save a page that is locked by another requestor.

5. We cannot save a page that our session does not hold a lock on

(if the page belongs to a lockable class), unless the object is new,

never yet saved.

6. We cannot save pages of any class derived from the Code- base

class or the Embed- base class. Such pages exist only on the

clipboard.

**95. Define about Commit method?**

Commit method is used to commit all uncommitted database changes.

This method writes all the instances specified by one or more earlier

Obj-Save methods to the PegaRULES database (for internal classes)

and to external databases (for external classes).

**96. Define about Obj-Validate method?**

Obj-Validate method is used to apply a validate rule (Rule-Obj-

Validate rule type) for the object identified on the primary page or

step page.

A validate rule (Rule-Obj-Validate rule type) can call edit validate

rules (Rule-Edit-Validate rule type).

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**97. Define about Obj-Sort method?**

Obj-Sort method is used to sort the clipboard pages that are the

values of a property of mode Page List.

We can specify one or more properties to sort on, and whether the

sort sequence is ascending or descending for each sort level.

Use Connect SQL rules and RDB methods only with an external

database. Do not use Connect SQL rules or RDB methods for the

PegaRULES database(s). Because not all properties in the

PegaRULES databases are distinct database columns, use the Obj-

Open and Obj-Save methods, not the RDB- methods, with the

PegaRULES database to prevent loss of data.

**98. Define about RDB-List method?**

RDB-List method is used to retrieve rows from an external relational

database and place the results as embedded pages in a specified step

page of classCode-Pega-List.

This method references a Connect SQL rule instance, and executes

SQL statements stored in the Browse tab of that rule instance. The

search can do anything we can specify in a SQL statement, such as a

SELECT WHEREstatement. Any constraints on the returned data are

in the SQL.

**99. Define about RDB-Open method?**

RDB-Open method is used to retrieve a single row (record) of data

from an external relational database and add the retrieved data into

a specified clipboard page as property names and values.

Use this method in conjunction with a Connect SQL rule that

contains SQLSELECT or EXECUTE statements in the Open tab.

Define the SQL statements so that the database returns exactly one

row.

**100. Define about RDB-Save method?**

RDB-Save method is used to save the contents of a clipboard page into

a row of a relational database. The system saves the properties on the

specified step page to the specified table in the database.

This method operates in conjunction with a Connect SQL rule that

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contains SQL statements such as INSERT, UPDATE, and CREATE

statements on the Save tab.

**101. Do we need to migrate Agent Schedule to other**

**environment?**

No

**102. Do we need to create Agent Schedule?**

No. Agent schedules cannot be created manually.

The Agent Manager on our Process Commander system generate at

least one agent schedule instance for each agents rule.

By default, the Agent Manager checks for new or updated agents

rule once every ten minutes.

After we create an agents rule, the Agent Manager generates one

Agent Schedule instance for each node running on your Process

Commander system the next time it checks for new agents rules.

**103. Who will create Data-Agent-Queue?**

The Agent Manager is a master agent that gathers and caches the

agent configuration information set for our system when Process

Commander starts. Then, at a regularly scheduled interval, it

determines whether any new agents rules were created during the last

period. If there are new agents rules, the Agent Manager adds them to

its list of agents and generates agent schedule data instances for them

for each node.

**104. What is the use of Data-Agent-Queue?**

When you need to modify the behavior of an agent listed in an agents

rule in a locked RuleSet (any of the standard Process Commander

agents rules, for example) you do so by editing one or more of the

generated

A service level rule is an instance of the Rule-Obj-ServiceLevel type.

Each service level rule defines one to three time intervals, known as

goals, deadlines, and late intervals, that indicate the expected or

targeted turnaround time for the assignment, or time-to-resolve for

the work object.

The goal time is the smallest time interval, the deadline time is a

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longer interval, and the late interval defines post-deadline times. Each

time interval is in days, hours, minutes, and seconds.

**105. What are the types of SLA? Where they can be defined?**

Service level rules can be associated with a work object or an

assignment.

For assignments, the service level rule is referenced in the Assignment

Properties panel of the assignment task.

For the overall work object, the service level rule is identified in the

standard property .pySLAName, typically set up through a model for

the class. (The default value is the Default service level.)

**106. How do we do Escalation?**

Escalation refers to any processing within a Process Commander

application that causes high-priority work objects to become visible to

users and managers and to be processed sooner rather than later.

The numeric property known as urgency determines the order that

assignments for that work object appear on worklists. Escalation

recalculates the urgency value to reflect its age, impending due date,

or explicit management inputs.

Escalation can occur through a service level rule associated with the

flow and through background processing by the Pega-ProCom agent.

**107. What are SLA’s, how are they different from Agents?**

A service level rule is an instance of the Rule-Obj-ServiceLevel type.

The service level can define a goal and a deadline times for processing

an assignment, and can execute activities if the goal or the deadline is

not met. This assignment-level service level is distinct from any

service level associated with the entire flow.

At runtime, an internal countdown clock (measuring the completion

of the assignment against the goal and deadline times computed from

the service level rule) starts when the assignment task is created.

An agent is a background internal requestor operating on the server.

These requestors can periodically monitor conditions and perform

processing as necessary.

Most agents are defined by an Agent Queue rule (Rule-Agent-Queue),

which includes a

list of the activities they perform.

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**108. How to implement SLA’s? Is is possible to define a SLA**

**for the entire work object? If yes, how?**

SLA’s are always associated with an assignment. Just drag a SLA

shape and provide an instance of Rule-Obj-ServiceLevel.

Yes, SLA can be defined for the entire workobject by defining it in the

model.

The property for this is pySLAName.

**109. How to restrict a flow to particular users?**

By using privileges and when conditions under process tab of the flow

instance.

**110. Explain about Pre Activity?**

At runtime, the system runs this activity before it does other

processing for this flow action. This activity is not visible on the Visio

flow diagram. This activity executes only once, the first time a user

selects this flow action for this assignment.

**111. Explain about Post Activity?**

Activity to run after other successful processing of this flow action.

For screen flow rules By default, when this flow action appears as a

step in a screen flow rule, and the user at runtime clicks away to a

different step in the screen flow rule, this activity rule does not run. To

cause this activity to execute when the user clicks away to a different

step, select the Post Action on Click Away? check box on the

Assignment shape properties panel.

**112. Explain about Local Flow Action?**

A local flow action permits users at runtime to update, but not

complete, an assignment. Like connector flow actions, local flow

actions are referenced inside an assignment task in a flow.

At runtime, users can select local flow actions to update assignment or

work object properties, change the assignee, and so on but do not

complete the assignment. If a service level rule is associated with the

assignment, the service level continues to run.

Local flow actions always are optional. Users may perform none, one,

or multiple local flow actions, or repeat a local flow action multiple

times.

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On the Action tab of the Flow Action form, we can mark a flow action

rule as local, or connector, or both.

**113. How Rule-Edit-Validate is different from Rule-Obj-**

**Validate?**

Edit Validate is to validate a single property at a time but obj validate

rules are used to validate all the properties in a single go. Obj-Validate

method is used for this purpose.

**114. How one single property can be represented in**

**different forms on a screen?**

By using HTML Properties at the section level, not at the property

level.

**115. Consider this scenario : I have a property of type**

**decimal, I need to restrict it to two decimal places only.**

**How easily this can be done?**

By using a qualifier “pyDecimal Precision” under Qualifiers tab.

**116. How to implement dynamic select and smart prompt?**

**What’s the major difference between them?**

Implementation of Dynamic Select:

In properties panel select Display As is DynamicSelect.

Write Activity for generating Dynamic Select.

By using Show-Page method display the data in XML format.

Dynamic Select is a drop down from which we can only select a

value.

Smart prompts acts both as a text box and a drop down.

Smart prompts are implemented by using ISNS\_FIELDTYPE,

ISNS\_CLASS, ISNS\_DATANODE.

**117. What is the difference b/w Page and Page List property,**

**how are they Implemented?**

Page property refers to a particular class and is used to access the

property of that class.

Page List Property also refers to a particular class, but it’s a collection

of individual pages of the same class which can be accessed through

numeric indexes.

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**118. What is HTML Property?**

1. HTML Property rules are instances of the Rule-HTML-Property

class. They are part of the Property category.

2. Use HTML Property rules to control how properties appear on

work object forms, correspondence, and other HTML forms, for

both display and for accepting user input.

3. For properties of mode Single Value an HTML Property rule may

be identified in the Display Property field of the Property rule

form.

4. HTML Property rules also may appear in list view and summary

view rules to define the appearance of values in reports, and in

harness, section, and flow action rules that define work object

forms.

**119. Explain about Special Properties?**

Standard properties means all the properties in the Pega-RULES,

Pega-IntSvcs, Pega-WB, and Pega-ProCom RuleSets have names start

with px, py, or pz.

These three prefixes are reserved. We cannot create new properties

with such names. We can override these standard properties with a

custom property of the same name (without changing the mode or

Type).

Px: Identifies properties that are special, meaning that the values

cannot be input by user input on an HTML form.

Py: Properties with names that start with py are not special, meaning

that values can be input by users on an HTML form.

Pz: Properties with names that start with pz support internal system

processing. Users cannot directly manipulate pz properties. our

application may examine these values, but do not set them. The

meaning of values may change with new product releases.

Interview Questions On VALIDATIONS In PEGA

Validation rule is used to validate the value against the some other

value. Once the validation fails the system add error message to that

field in clipboard.

**120. What types of validations are there?**

a. Client Side Validations

b. Server Side Validations

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**121. What are the types of Flow Actions?**

A flow action rule controls how users interact with work object forms

to complete assignments.

Each flow action is defined by an instance of the Rule-Obj-FlowAction

rule type.

Flow actions are of two types:

Connector flow actions appear as lines on Visio presentation in the

Diagram tab of a flow rule. A line exits from an assignment shape and

ends at the next task in the flow. At runtime, users choose a connector

flow action, complete the assignment, and advances the work object

along the connector to the next task.

A local flow action, when selected at runtime, causes the assignment

to remain open and on the current user’s work list. Local flow actions

are recorded in the Assignment Properties panel and are not visible on

the Visio flow diagram.

A local flow action permits users at runtime to update, but not

complete, an assignment. Local flow actions always are optional.

Users may perform none, one, or multiple local flow actions, or repeat

a local flow action multiple times.

At runtime, users choose a connector flow action, complete the

assignment, and advances the work object along the connector to the

next task.

*PEGA Questions pdf free download ::*

1. Define what is the difference between Page-Validate and Property-

Validate methods?

2. What is difference between cs?

3. Where assignments will be stored in pega rules database?

4. Where work objects will be stored ?

5. If I have 3 different work objects in my application, how to store

them in three different tables?

6. Define what is StepStatusGood, StepStatusFail rules?

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7. How to make any rule as a favorite to your manager

8. Where can i see the parameter values in the clipboard ( values ..) i

am passing one activity to other .

9. How to import rules using pzinskey

10. Difference between activity and utility

11. Difference between obj-open and obj-open-by-handled

12. Inheritance concept in the pega (rules, class)

13. Performance of our work in the pega is measured using?

14. How to connect to different pega applications?

15. How to store the instance of the class in a specific database

16. Difference between obj-list, rdb-list?

17. How to see values of the local variables of the activity.

18. How can i store the instance of the class in the data base

19. default data table where the instance of the class are store (how it

will search ) pc\_work

20. In Routing activity Define what is the default property used to

route the object

21. In routing activity if i use workbasket name instead of work list

name .. when can i know it is wrong (run time, complile time)

22. Notify

23. ticket: Define any senarion u used

24. table used for add note

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25. Default activity used to create work object

26. Different type of flows. Define in scenario based where u used and

worked

27. work object ID.. how to create.. activites ued to create, or methods

Work ID:

28. how to send multiple correspondences at a time

29. How to call an Activity from Java Script?

30. How to end the work object in the activity ( method used to kill the

work object)

31. How to call an activity from the java, java script

32. How to pass parameters to the activity using the java, JavaScript?

33. How can I pass page as the parameter to the activity using java,

JavaScript?

34. How to call an Activity from Java step?

35. How to get a property value from clipboard using Java step?

36. How to restrict the harness, section to particular user

37. List different functions used to call an activity from java script.

38. How a user’s ruleset list is formed ( the logic )?

39. How to connect external java application without using connectjava

40. Spinoff // split join Define

41. Privileges usage…

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42. Decision / fork usage… Scenarios Decision:

43. How to expose the column in the blob… of the database

44. Define The various standard attachments PRPC supports are

45. Define Some of the important property streams are

46. Define How does the user validation works for properties in PRPC

47. Define what are the different parsing mechanisms are available in

PRPC?

48. Concentrate on required fields of every rule (Rule that you are

familiar with )

49. Tell me about inheritance In PRPC?

50. How to create pz, px, py properties?

*Semantric Space Pega Interview Questions*

1.Define what are the fields in the properties panel of an assignment

shape?

2.Where can we call the activities in a flow action?

3.Define what is Class structure of your Project? Define about the

project Flow?

4.Define what is the Rule availability?

5.Define what is the Final availability and how can change availability

of Rule?

6.Can you Override Final rule?

7.Define what is the rule resolution Algorithm and can you tell me

how it works or search?

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8.How it works in the while in Inheritance rule?

9.Can you tell me the direct inheritance and Pattern inheritance?

10.Define what is the Work object?

11.Where is the work object stored?

12.Can you change the Work object table?

13.Define what are the standard properties?

*Wipro Pega Interview Questions*

1.Define what is SMA?

2.Differentiate Obj-Open Vs Obj-Browse

3.How do you handle exceptions

4.Differentiate the usage of Assignment Shape and Router shape

5.Where do you define default values

6.Define what is the primary key of pc\_assign\_worklist

*TCS Pega Interview Questions*

1.Difference between Java and Pega

2.Guardrails of Pega

3.Define what do you mean by Build for Change

4.Difference between page and pagelist

5.why we use connect-soap and can we use it to connect external

database

6.why we use connect-sql

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7.how many shapes you know in pega.

8.Define what do you mean by calculate and edit declaratively not

procedurally

9.Define what are tickets give scenario where you used tickets

10.Define what are the 6 R’s

*IBM Pega Interview Questions*

1) Define what is the Flow Action? Define about the FlowAction?

2) Define what is the Activity?

3) Define Obj-open, Obj-Save?

4) Define what is the Model?

5) Define what is the Harness? Section?

6) Define what is Split-Join?

7) Types of inheritance?

8) Define what is the use of property-set Method?

9) Diff b/w Decision Table and Decision tree?

10) Declare expression and Declare constraints?

*Accenture Pega Interview Questions*

1) How do you expose a property?

2) Define what is the need of exposing a property?

3) About obj-open,obj-save?

4) Difference obj-list, Obj-browse?

5) rdb-open, rdb-save?

6) Define what is a screen flow?

7) Difference between screen flow and process flow?

8) What is Split-ForEach?

9) Difference between page and page list?

10) What is the work object?Where it is Stored?Can We Change The

Table?

11) What is a class group?

## **PEGA INTERVIEW QUESTIONS AND ANSWERS**

*by*[*GangBoard Admin*](https://www.gangboard.com/blog/author/admin/)*, May 27, 2019*

In case you’re searching for Pega Interview Questions and answers for Experienced or Freshers, you are at the correct place. There is parcel of chances from many presumed organizations on the planet. The Pega advertise is relied upon to develop to more than $5 billion by 2020, from just $180 million, as per Pega industry gauges. In this way, despite everything you have the chance to push forward in your vocation in Pega Development. GangBoard offers Advanced Pega Interview Questions and answers that assist you in splitting your Pega interview and procure dream vocation as Pega Developer.

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By this Pega Interview Questions and answers, many students are got placed in many reputed companies with high package salary. So utilize our Pega Interview Questions and answers to grow in your career.

Before getting into the main part i.e, Pega interview question and answers, you will have a brief overview on Pega. Pega is the leader in providing business process management (BPM) solutions, It is used to quickly build business applications. Pega technology is important in reducing cost and improving business purpose. Pega career paths are divided into two main categories, one of them is technical and the other is business. The technical roles are system architect, decisioning consultant and marketing consultant. The business roles include business architect and data scientist. Pega has a market share of about 1.4% and used by top companies like Verizon, Signa, Nike, TD, etc. Finance, Insurance, Technical, Business Services, Healthcare and Manufacturing are the top industries in which pega is mainly used.

#### **Q1) What is Pega and Why Pega?**

Answer: Pega is a popular BPM Tool which majorly concerned in Customer engagement and digital process automation. Pega eliminates coding, simplifies the process by making use of inbuilt functionalities, and mainly stands for reusing the existing rules and modifying accordingly.

#### **Q2) Brief about Pega?**

Answer: Pega is platform where user can develop applications, integrate with external system and implement mobility, manage case life cycle, decision management can be done, implement DevOps and Robotic Automation, extensive User Interface Design, Reporting etc Pega built on Java and latest version is Pega 8.2 also it stands for Build for Change.

#### **Q3) What are the Certifications available for Developers in Pega?**

Answer: CSA – Certified System Architect Basic level of certification as entry level for developer CSSA – Certified Senior System Architect Expert in building, judging, leading the team with good technical aspects LSA – Lead System Architect Leader of development who is thorough with all the functionalities and implements accordingly.

#### **Q4) What are the Developer Tools in Pega?**

Answer: Designer Studio and Pega Express.

#### **Q5) What are the Debugging tools available in Pega?**

Answer: Tracer, Clipboard, SMA and PLA.

#### **Q6) What id DataPage and what are its scope?**

Answer: Data Page is Single Page or Page list where it stores the data that system needs to populate work item properties for its calculation or for other processes. Thread – Collection of Pages Requestor – Collection of Threads Node – It associates with multiple requestors.

#### **Q7) Name different types of requestors?**

Answer: Browser requestor – Starts with letter ‘H’ Batch requestor – Starts with letter ‘B’ Application requestor – Starts with letter ‘A Portal requestor – Starts with letter ‘P’.

#### **Q8) What is Portal and where it will be configured?**

Answer: Portal is an Interface that appears for the user (Developer / End User) and portal can be configured in Access Group. Ex: Developer portal, manager portal, user portal, admin portal.

#### **Q9) What is reports and why it is used for?**

Answer: Report is a rule in pega, where it mainly used by managers to review and verify the data and also to visualise the overall progress. List view and Summary view are the popular views in pega.

#### **Q10) What are the different types of layouts available?**

Answer: Column layout, portal layout, grid layout, dynamic layout.

#### **Q11) Different between Abstract and Concrete Class?**

Answer: Abstract – It’s a rule created to support the definition of rule including other classes, it cannot be instantiated and end with ‘-‘ Concrete – It can have the instances stored in the database.

#### **Q12) What are the different layers in architecture?**

Answer: PRPC Shared Product, Enterprise Shared Product Layer, Generalised Application Layer and Organisational & specialised application layer.

#### **Q13) What are the types of Inheritance?**

Answer: Directed Inheritance – Allow user to specify a parent class (must not related to name of the class) Pattern Inheritance – It search based on the patter defined in class structure.

#### **Q14) What is Workgroup, Worklist and Workbasket?**

Answer:

Workgroup – Its collection of workbasket and maintained by a manager who can allocate work to the users associated with Workgroup.

Worklist – It belongs to an operator and he can access the cases based on his priority.

Workbasket – It related to an organisation via Workgroup and it holds the cases which are not belongs to unique operator id.

#### **Q15) How to associate an Operator with Workbasket?**

Answer:

Workgroup – by associating a workbasket monitored by manager-operator rule – Defining a workbasket in operator id rule form.

#### **Q16) What are types of flows?**

Answer: Straight through flow, Process flow, Screen flow, Starter flow and Sub flow.

#### **Q17) How to restrict a flow to particular user?**

Answer: By using privileges and when conditions under process tab of the flow instance.

#### **Q18) What are flow action and its types?**

Answer: Flow action specify the choices that users have when performing an assigned work object Connection flow action and local flow action are the two types.

#### **Q19) What is SLA and what are the terms associated with it?**

Answer: Service level can define the timeline to process work object by executing activities Goal, Deadline and Passed Deadline are the terms associated with it.

#### **Q20) What are the different types of SLA?**

Answer: Process level – It defines the SLA for overall case life cycle Assignment level – It defines the SLA for a particular assignment associated with a particular user.

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#### **Q21) What are the types of joins available in reports?**

Answer:

Inner Join – It is used to join two tables with matching data Left

Outer Join – It fetches all columns from applies to class and associated column which is having values from joined class

Right Outer Join – Vice versa of Left Outer Join

#### **Q22) What are Agents and name the running mode?**

Answer: Agent is an internal background process operating on a server in periodic basis Legacy, Standard and Advanced Agents are running modes.

#### **Q23) What are the major differences for Obj and RDB Methods?**

Answer: Obj – Preferable for Pega Internal DB Tables Used to perform operations on single table at a time Can BLOB (pzPvStream) column results as well Pega automatically write sql queriesRDB – Preferable for External Tables Used to perform operation on multiple tables at a time BLOB (pzPvStream) Column values cannot be retrieved We need to define query using Connect – Sql rule and use it.

#### **Q24) What are px, py and pz keys?**

Answer: px and pz are read only keys in pega which are created while processing ex: pxObjClass, pxCreateDateTime, pzInsKey, pxRequestor py is editable key ex: pyid, pyWorkBasket.

#### **Q25) What are Local Variable and Parameter Variable?**

Answer:

Local Variable – It is strictly particular to one activity/Data transform and it cannot be taken forward.

Parameter Variable – It associate the value of a property and we can pass the parameter value to calling rule and utilise it.

#### **Q26) What is Activity and mention different types of it?**

Answer: Activity is a rule where it follows a series of instruction given by sequence of steps in terms of methods. Connector, Routing, Trigger, Utility, Validation, Notify, OnChange, Parent Activity and Assign are the various types used in Pega.

#### **Q27) What is the difference between Exit-Activity and Activity-End Methods?**

Answer:

Exit – Activity: It exits the calling activity and control returns to the called activity

Activity – End: It Stops executing all the calling/called activities.

#### **Q28) What is Locking in Pega and describe it types?**

Answer: Locking is acquiring control over a work object before proceeding to perform any action on it and to ensure only single user to be perform actions on a work object at a time. Default Locking: Only one user can work on work object at a time. Optimistic Locking: This is enhanced feature introduced in pega 7, where multiple operators work on same object at a time.

#### **Q29) Which are the possible ways to Handle Errors in Connect – Soap rule?**

Answer:

* Using Faults tab in Connect – Soap rule
* Using Error handle flow in Connect – Soap rule Service Tab
* Transition Step

#### **Q30) What are the benefit of using Declare Index rule?**

Answer:

a) It simplifies the search by introducing index values to the aggregated properties b) It helps in exposing aggregate properties c) Finally converts complex algorithm to simple feasible solution

#### **Q31) How tracer can be utilised for a Remote requestor in Pega?**

Answer: By making use of Remote Tracer Functionality available in tracer and hence tracing the different requestor sessions available

#### **Q32) Which are the Rule Availability in Pega?**

Answer:

Available: It is ready to run at the time of rule execution.

Not Available: It is not available during run tim.

Blocked: It restricts the rule resolution to not execute the rule at run time, by returning ‘Rule Not Found’ exception as well as throws error.

Final: this functionality to indicate that the rule cannot be modified further, however it can be changed in the same ruleset higher version.

Withdrawn: It withdraws a rule from its current version and it’s all lower versions, however if the same rule present at different Rule set version will be executed at run time.

#### **Q33) Name some of the Pega OOTB Activities that are generally used?**

Answer: Notify, NotifyAll, New, Work-.AddCovered, AddCoveredWork, Work-.Addwork, Work-.Add, NewCovered, ToCreateOperator, ToWorkBasket, ToWorklist, Work-.NewDefaults, Assign- .NewDefaults, CorrNew, NewDefaults.

#### **Q34) Define Primary page and its benefits?**

Answer: Primary page is a page associated with the rules applies to class and it holds the property values & pairs, the same can be utilised in various places by referring it.

#### **Q35) What are the major functionality difference between Clipboard and Database?**

Answer:

Clipboard: It serves as primary temporary memory for multiple requestor.

Database: It is the permanent memory where the data can be persisted to make use at later point of time (Obj and RDB methods are used to interact with DB from Pega)

Q36) Which are all the pages available in Clipboard at run time for user?

Answer:

User Pages: Its top level clipboard page created by user by making use of activity methods such as Page-New, also it can be editable by the use.

Data Pages: It is generated by executing the declarative rules and the content appears as read only to the users.

System Pages: It holds Thread Page, Process Page, Requestor Page, Application Page, Operator Page, Organisation Page etc.

#### **Q37) What is harness rule and define its types?**

Answer: It supports the display of work object forms during the run time for the application users.

Perform Harness: It supports users completion of Assignments associated to the.

Review Harness: It previews the work objects in read only display mode.

New Harness: It refers to initial creation of the objects and supports initial entry.

Confirm Harness: It will accept a text note describing a user’s reasoning about a recently completed assignment.

#### **Q38) What are Services and Connectors in Pega?**

Answer:

Service: It’s kind of response given to an incoming reques.

Connector: It’s kind of approaching the other system for the response by giving the necessary request inputs (MQ, SQL, JAVA, JSM, HTTP, JCA, EJB, DOTNET, SOAP are the implementation types available)

#### **Q39) Name some Obj Method and its benefits?**

Answer:

Obj-Browse: Similar to Internet search engine browsing and fetching results based on Class and filter conditions.

Obj-Open: It used to open the instance stored in Internal and External table, similar to opening the search instances from browsing result.

Obj-Save: It’s to save clipboard page to pega internal/external db tabl.

Obj-Save-Cancel: Used to cancel the uncommitted Obi-Save instances in a particular pag.

Obj-Delete: it’s deleting the instance from db table, can be deleted immediately or can be deferred for later point of deletion.

#### **Q40) How Parse – XML is different from XML-Stream?**

Answer:

In Connect –Soap Configuration,

XML Stream is used to convert the mapped property values into XML format as reques.

Parse-XML is used to convert the xml format of response from external system into property vales to be mapped to clipboard.

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#### **Q41) Where can a user find the local variable values in Pega?**

Answer:

* By defining the log message method and can be viewed in tracer after defining the local variable in activity.
* By selecting the checkbox Local Variable checkbox in tracer.

#### **Q42) What are Listeners and describe its types?**

Answer:  It’s a PRPC background process that waits for arriving message in the port and are defined by Data ObjectsMQ Listeners (Data-Admin-Connect-MQListener) Email Listener (Data-Admin-Connect-EmailListener) File Listener (Data-Admin-Connect-FileListener) JMS Listener (Data-Admin-Connect-JMSListener)

#### **Q43) Define Section and mention where can it be referenced?**

Answer:  It is a portion/area of a standard work object form that is placed in a harness form. We can embed a section inside a section, also we can insert a harness inside a section using Tab layout form Section can be referred in Paragraph rules, Flow Action rules, Other Sections and Harness rules.

#### **Q44) What is Rule Resolution in Pega?**

Answer:  It’s the Pega Internal search algorithm used to find the best appropriate rule at run time rule execution

#### **Q45) What are Validation and describe its types?**

Answer: Validation is a kind of verification method in pega to validate the fields and its associated values Client Side Validation: It’s like field and property level validation and user get Warning/Errors before submitting the form Server Side Validation: It validates the input fields after submitting the user form to the server

#### **Q46) What are Declarative rules and mention various types of it?**

Answer: It populates the outcome by declarative processing Declare Expression: Evaluates the expression to get the outcome Declare OnChange: Computes the property value on change of specific property values Declare Trigger: It process automatically by running an activity when instance of particular class are created/updated/deleted in DB Declare Index: It improves search and reporting access for properties. Declare Constraint: It imposes validation for a property when it is altered. Forward Chaining: It modifies the target property value based on the associated property value changeBackward Chaining: It make use of property-seek-value method to find the missing properties by using Goal seek technique

#### **Q47) What is KeyStore in Pega?**

Answer: It is a file that holds security certificates that supports outbound email security and web service security.

#### **Q48) How can we map the class to a DB Table in Pega?**

Answer: By making use of DB Table Class Mapping Wizard

#### **Q49) What actually happens when locking a work object in Pega?**

Answer:

* Control initiates an entry in the pr\_sys\_locks table
* Finally pxLockHandle holds the lock object (i.e., pxLockHandle = pxObjClass + Lock key array) Note: When different requestor tries to obtain a lock on same object, then insert query fails and throws error.

#### **Q50) Describe about Duplicate Case Search in Pega?**

Answer:

It’s a functionality to find out the duplicate cases in pega by using the inbuild features. Smart Shape to be used – Duplicate Search Rule to be modified – Case Match (To define Must match and Weighed match conditions) and pyDefaultCaseMatch.