1. When modeling the life cycle of a case, alternate stages ________________________ and ________________________.

Responses

- [ ] can be reached by user action at runtime only
- [ ] represent a separate, but related, business transaction
- [x] can be sequenced into primary stages
- [x] represent exceptions to the normal course of events

2. What is a benefit of Pega Platform™ low-code development?

Responses

- ( ) The Pega Platform user interface allows only low-code users to build applications.
- ( ) The Pega Platform low-code development tools create the code for you.
- ( ) Pega Platform makes low-code development easy for very simple applications only.
- ( ) Pega Platform low-code development increases both productivity and IT involvement.

3. Drag the development approach from the bottom to align with the correct description box on the left.

Description	Development approach	
Use omni-channel development capabilities to unify development activities for all required channels.	Pega low-code development	✓
Create an application with a one-size-fits-all approach where large teams of developers build proprietary solutions.	Traditional development	✓
Build integrations to external systems to obtain the data and graphically map that data into your application for a holistic view.	Pega low-code development	✓
Build a mobile and web-based request system, with notifications for collaboration, and SLA tracking to ensure that work is done on time.	Traditional development	✗
Collaborate with stakeholders in a common visual language allowing you to focus on business logic.	Pega low-code development	✓

Drag the development approach from the bottom to align with the correct description box on the left.

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Build integrations to external systems to obtain the data and graphically map that data into your application for a holistic view.

Pega low-code development

Use omni-channel development capabilities to unify development activities for all required channels.

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Create an application with a one-size-fits-all approach where large teams of developers build proprietary solutions.

Traditional development

Build a mobile and web-based request system, with notifications for collaboration, and SLA tracking to ensure that work is done on time.

Pega low-code development

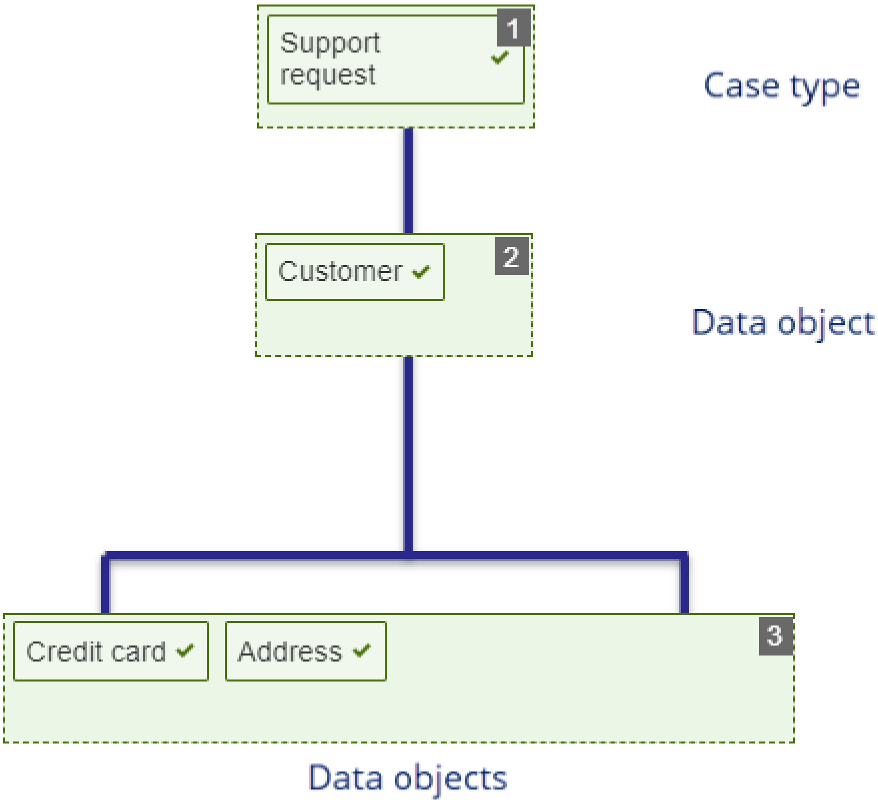
Collaborate with stakeholders in a common visual language allowing you to focus on business logic.

Pega low-code development

Traditional development

Pega low-code development

4. Drag the case type or data object name from the bottom to the appropriate location in the data hierarchy. You are designing a customer support request case type. The case type must support customers with multiple addresses and multiple credit cards. What is the appropriate way to set up the data structure?



Case life cycle design is a model to ______________ and _______________.

response - correct

Responses

1 ☑

define a structure to create, process, and resolve work

define a structure to create, process, and resolve work - correct

2 ☐

define processes and steps to implement the three necessary stages of work

define processes and steps to implement the three necessary stages of work - no response given

3 ☐

define the user interface appearance

define the user interface appearance - no response given

4 ☑

define how work is completed for each specific customer request

6. Expense report processes require you to route travel expense assignments to a specific auditor. Auditors are members of an auditing work group. How do you route the assignment to a specific user?

Responses

- Route the assignment to the user’s manager.
- Route the assignment to the user’s work group.
- Route the assignment to the user’s work queue.
- Route the assignment to the user.

7. Which two statements are true regarding approvals? (Choose Two)

Responses

- [x] You can configure a stage change to occur when a user provides approval.
- [ ] Approval steps must be configured to go to a specific user.
- [ ] Users must be logged in to the application to provide approval.
- [x] A user can approve a purchase request through a mobile notification.

8. Which of the following is a specific advantage of Pega Cosmos?

Responses

Pega Cosmos is used in a single business context.

Pega Cosmos is used in a single business context. - no response given

Pega Cosmos focuses primarily on B2C use cases.

Pega Cosmos focuses primarily on B2C use cases. - no response given

Pega Cosmos embraces modular design.

Pega Cosmos embraces modular design. - correct

Pega Cosmos is designed so that users can interact with business objects on multiple tabs.

9. In Constellation, which of the following contains the most critical information about a case?

Responses

Collaboration area

Collaboration area - no response given

Summary panel

Summary panel - correct

Utilities

Utilities - no response given

Global navigation

10. Which two of the following options describe modular design? (Choose Two)

response - incorrect

Responses

1

Designing for more than one screen (such as mobile or desktop) to allow for functional essentials of the system to work properly

Designing for more than one screen (such as mobile or desktop) to allow for functional essentials of the system to work properly - no response given

2

An approach that allows users to learn the meaning of discrete elements on the screen so that they can be reused in multiple contexts

An approach that allows users to learn the meaning of discrete elements on the screen so that they can be reused in multiple contexts - no response given

3

A prescribed presentation layer with information architecture, interactions, accessibility, and data visualizations

A prescribed presentation layer with information architecture, interactions, accessibility, and data visualizations - incorrect

4

An application-building development environment that uses graphical user interfaces

An application-building development environment that uses graphical user interfaces - no response given

5

Building upon a series of components to create models of an application prior to launch

Which two of the following options are principles of App Studio? (Choose Two)

Responses

Contextualize the user's needs

Contextualize the user's needs

Add value as fast as possible

Add value as fast as possible

Begin with details to build the big picture

Begin with details to build the big picture

Replace OOTB elements and default settings

When modeling the life cycle of a case, stages represent a ________________ or a __________________.

response - incorrect

Responses

1

significant change in the status of a case

2

transfer of authority

transfer of authority - correct

3

time period for a process to complete

4

subset of data used to resolve a case

Drag the term from below to best complete the scenario.

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

A senior engineer approves application updates that are specific to mobile deployments. Anyone on the engineering team can approve other application updates.

Approval assignments for the senior engineer are routed to the user's worklist and other approval assignments route to the team's work queue.

Drag the words below into the correct boxes.

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

You can view and modify the data model from the Visual Data Model. The Integration Map is a visualization tool that shows the relationships between data objects, data pages, and systems of record.

How do data records relate to an application?

Responses

Data records and data objects share the same role, which is to provide structure for data pages.

Data records and data objects share the same role, which is to provide structure for data pages.

Data records provide access to data that is used to process cases but is not part of an application.

Data records provide access to data that is used to process cases but is not part of an application.

Data records must be stored using a database table for local data storage.

Data records must be stored using a database table for local data storage.

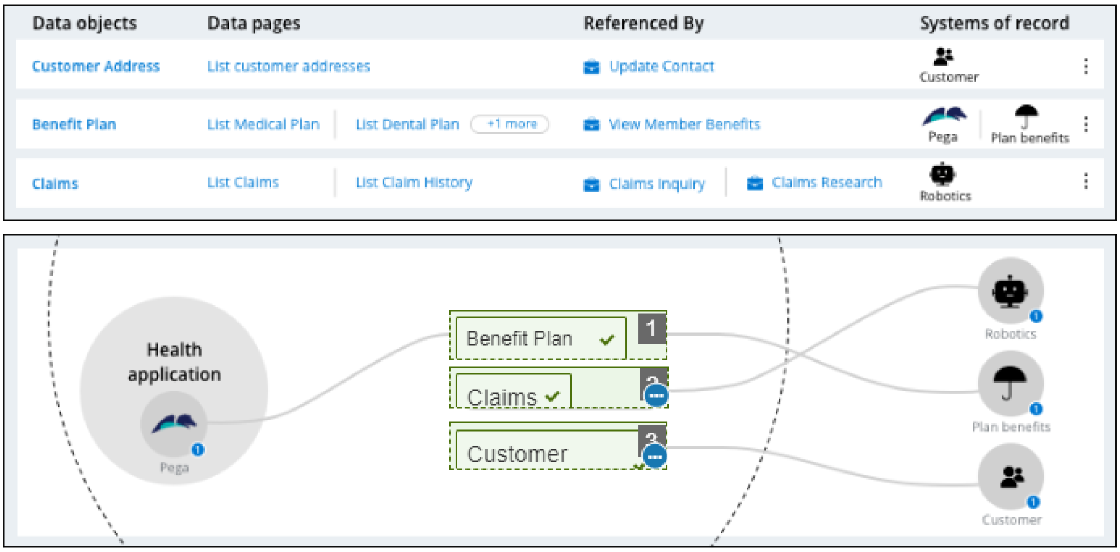
Data records direct how an assignment moves forward.

Data records direct how an assignment moves forward.

The Integration Designer and Integration Map for a Health application is displayed below.

Drag the data object name to the appropriate location in the Integration Map.

response - correct



Drag the phrase from below that best completes the sentence

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Adding instructions to a step describes to users the action to take in a step.

describes the business value of the step

instructs an application developer how to build the step

defines the step

In a job application case, a hiring manager and a recruiter must receive automatic email notifications when assignments are routed to their worklists. How do you configure this correspondence requirement?

Responses

Before the assignment, add a Send Email step.

Before the assignment, add a Send Email step. - no response given

Compose email notifications in the assignments.

Compose email notifications in the assignments. - no response given

Enable assignment notifications for the case type.

Enable assignment notifications for the case type. - no response given

After the assignment, add a Send Email step.

Which is a benefit of using multi-step forms?

Responses

Multi-step forms provide a way to add an assignment that is preconfigured with one or more actions that users can take to a process. - no response given

Multi-step forms help a single user complete complex tasks by presenting multiple screens in a logical sequence.

Multi-step forms help you organize separate tasks into steps, so you can control how, when, and by whom work is performed for each step.

Multi-step forms provide an easy way to add a step that is preconfigured with functionality to a process, such as sending an email.

Which two of the following are use cases for calculated fields configured with functions? (Choose Two)

Responses

A roofing supervisor tracks the amount of time that workers spend preparing and performing jobs. As users enter their time worked in each field, the cumulative total calculates in another field. The time worked fields are stored in a list.

A roofing supervisor tracks the amount of time that workers spend preparing and performing jobs. As users enter their time worked in each field, the cumulative total calculates in another field. The time worked fields are stored in a list.

An online ordering application calculates the cost for each item type by multiplying the quantity by the unit price.

An online ordering application calculates the cost for each item type by multiplying the quantity by the unit price.

A testing facility wants to know the average score for each test that the facility provides. By test, you can create a test scores list and then use the calculation to generate the results.

A testing facility wants to know the average score for each test that the facility provides. By test, you can create a test scores list and then use the calculation to generate the results.

A roofing supervisor tracks the amount of time that workers spend preparing and performing jobs. As users enter their time worked in each field, the cumulative total calculates in another field. The time worked fields are not stored in a list.

Which two components do you need to model data? (Choose Two)

response - correct

Responses

1

External databases to store data

External databases to store data - no response given

2 ☐

Administrator accounts for everyone that contributes to the data model

Administrator accounts for everyone that contributes to the data model - no response given

3 ☑

Fields

Fields - correct

4 ☑

Data objects

Which two statements identify why you automate correspondence? (Choose Two)

Responses

☑

Automating correspondence allows you to send timely communication.

Automating correspondence allows you to send timely communication.

☑

Automating correspondence allows for sending consistent information to users.

Automating correspondence allows for sending consistent information to users.

☐

Automating correspondence keeps all interested parties informed of the current case status.

Automating correspondence keeps all interested parties informed of the current case status.

☐

Automating correspondence allows you to advance the case.

Drag the phrase from the bottom that best completes the sentence.

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Drag the phrase from the bottom that best completes the sentence.

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space

bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

The goal milestone in a service-level agreement defines that amount of time in which the case or step should be completed.

,

Drag the terms from the bottom to best complete the sentence.

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

In a Vendor data object, a data record contains values for the vendor ID, vendor name, and vendor address. The data page links the vendor data to an external system of record.

In a pet registration case type, users must enter the name of the pet in a data object. What field type do you configure to reference this information?

Responses

User reference

User reference - no response given

Embedded data

Embedded data - correct

Data reference

Data reference - no response given

Query

Drag the terms from to best complete the sentence.

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

The Query field type defines a field to access data stored in a data page. The Embedded data field type defines a field to access data users supply in the case.

Which statement about single record and multiple record data relationships is true?

Responses

A data object can be used to establish either a single record data relationship or a multiple record data relationship, but not both.

A data object can be used to establish either a single record data relationship or a multiple record data relationship, but not both. - no response given

A single record data reference can include multiple record data references, but a multiple record data reference cannot include single record data references.

A single record data reference can include multiple record data references, but a multiple record data reference cannot include single record data references. - no response given

A single record data relationship stores data. A multiple record data relationship does not store data.

A single record data relationship stores data. A multiple record data relationship does not store data. - no response given

A single record data relationship establishes a single entity grouping together related fields. A multiple record data relationship establishes a list of entities grouping related fields.

You want users to choose their delivery preferences. The options are Standard, Premium, and Next Day. You use the Data Model tab to create the field. Which field type do you use to define the delivery options list?

Responses

Text (paragraph)

Text (paragraph)

Boolean

Boolean

User reference

User reference

Picklist

You configure a case to automatically send an email to loan applicants, informing them that their loan has been approved. The requirement states that the email must include values for the applicant's name, the loan office, and the loan amount.

How do you configure your email?

Responses

Add placeholder text for the applicant's name, loan office, and amount.

Add placeholder text for the applicant's name, loan office, and amount.

Add the applicant's name, loan office, and loan amount properties.

Add the applicant's name, loan office, and loan amount properties.

Copy values into the email for the applicant name, loan office, and loan amount.

Copy values into the email for the applicant name, loan office, and loan amount.

Include a link to the organization's website page so the user can log in and view their loan information.

Case ID, Update Operator Name, and Create Date/Time are system fields.

Which of the following three actions can you perform in the Visual Data Model? (Choose Three)

response - incorrect

Responses

1 ☑

Add a new field.

Add a new field. - correct

2 ☑

Edit the Phone number field.

Edit the Phone number field. - correct

3 ☐

Delete the Update Operator Name field.

Delete the Update Operator Name field. - incorrect

4 ☑

Delete the Email address field.

Delete the Email address field. - no response given

5 ☐

Edit the Case ID field.

What type of step typically requires contextual instructions?

Responses

○

Collect Information

Collect Information - correct

○

Send email

Send email - no response given

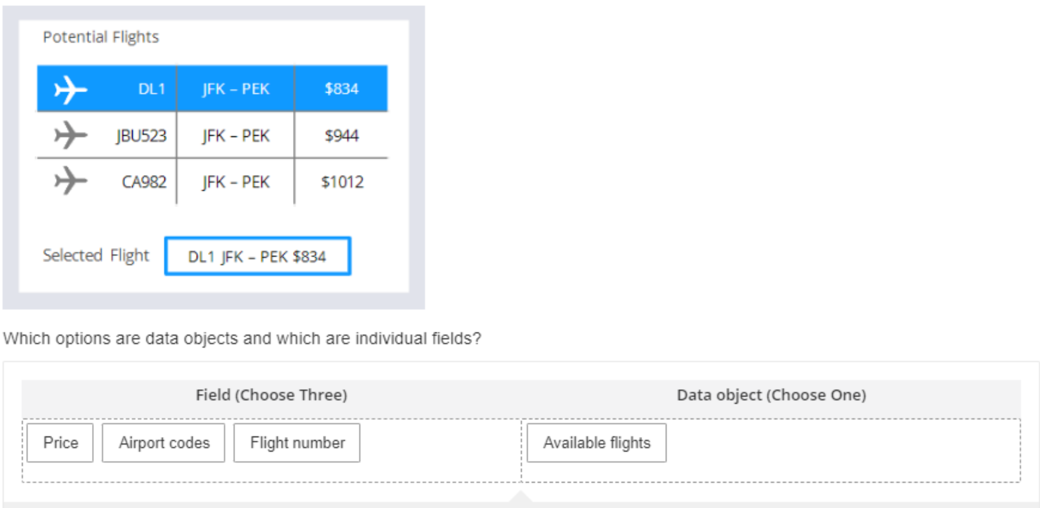
Create case

Create case - no response given

Change stage

Drag the items on the bottom to the appropriate drop zone.

An airline reservation case type displays various flight options. Users see potential flights, identified by the flight number, airport codes, and flight price. The case type also displays the flight that you select.



Which four of the following terms describe a design system? (Choose Four)

response - correct

Responses

1

Toolkit of design components

Toolkit of design components - correct

2

Shared library of UX patterns

Shared library of UX patterns - correct

3

AI-driven imagery

AI-driven imagery - no response given

4

Presentation layer

Presentation layer - correct

5

UX builder kit

UX builder kit - correct

6

Low-code App Studio

Which two scenarios describe the appropriate use of an Approve/Reject step? (Choose Two)

response - incorrect

Responses

1

Employees that incur work-related expenses must submit expense reports for review. If the expenses are less than USD1000, the case is routed to the employee’s direct manager; otherwise, the case is routed to the department manager.

Employees that incur work-related expenses must submit expense reports for review. If the expenses are less than USD1000, the case is routed to the employee’s direct manager; otherwise, the case is routed to the department manager. - incorrect

2

Employees must periodically submit self-evaluations to their reporting managers. If the manager decides that the employee evaluation is sufficient, the case continues. If the manager decides that the evaluation needs additional elaboration, the case is routed back to the employee.

Employees must periodically submit self-evaluations to their reporting managers. If the manager decides that the employee evaluation is sufficient, the case continues. If the manager decides that the evaluation needs additional elaboration, the case is routed back to the employee. - this question requires at least 2 answers

3

Customers place online orders by adding items to the cart, entering shipping and payment information, and finalizing the order. Depending on what department the items are associated with, a different team handles the order fulfillment.

Customers place online orders by adding items to the cart, entering shipping and payment information, and finalizing the order. Depending on what department the items are associated with, a different team handles the order fulfillment. - this question requires at least 2 answers

4

Customers submit high priority support requests to a company. If the customer service representative (CSR) validates that the request meets the severity 1 criteria, the case is routed to the worklist of a high priority CSR. If the CSR determines that the request does not meet the severity 1 criteria, the severity is downgraded and the case is routed to the general CSR workgroup.

Drag the phase from the bottom that best complete the sentence.

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

The primary purpose of a service-level agreement is to help ensure timely completion of work.

automatically change assignment status

generate service-level reports

assign cases to the appropriate case worker

Which of the following definitions best describes low-code?

Responses

An application building environment where users sketch out the highest-level concepts of the application and add details later

An application building environment where users sketch out the highest-level concepts of the application and add details later - no response given

A "builder kit" that is composed of a shared library of UX patterns, made up of components that provide a highly consistent user experience through a systematized collection of design rules and patterns

A "builder kit" that is composed of a shared library of UX patterns, made up of components that provide a highly consistent user experience through a systematized collection of design rules and patterns - no response given

An application building environment where users sketch out the details of an application first, then add higher-level concepts

An application building environment where users sketch out the details of an application first, then add higher-level concepts - no response given

An application development environment that uses graphical user interfaces, visual metaphors, and form configuration instead of traditional hand-coded computer programming

Which two of the following are use cases for calculated fields configured with functions? (Choose Two)

Responses

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An online ordering application calculates the cost for each item type by multiplying the quantity by the unit price.

A Collect Information step in the case life cycle sets the status to Pending-Approval. When does the case status automatically update?

Responses

Case status updates at the end of the process containing the step.

Case status updates at the end of the process containing the step. - no response given

Case status updates at the end of the step.

Case status updates at the end of the step. - no response given

Case status cannot update automatically.

Case status cannot update automatically. - no response given

Case status updates at the beginning of the step.

A Microjourney is a small part of the overall customer journey. The Microjourney focuses on accomplishing multiple goals.

Responses

True

True - no response given

False

In which situation is it appropriate to use a multi-step form?

Responses

An onboarding case requires an IT member to set up the hardware for a new hire and a facilities member to set up the desk of the new hire.

A job application case requires the applicant to fill out personal information, enter job history, and provide a cover letter.

An employee's manager, senior manager, and director must review an expense report.

A course selection case requires university students to choose courses they are interested in taking. Their academic advisor must approve their proposed schedule.

A home loan company has home appraisal offices in various regions. Each office has a work queue. The company requires you to assign appraisals to offices based on the home location. For example, home appraisals for Boston are assigned to the New England office work queue. Which routing approach supports this requirement?

Responses

Route the assignment based on an appraiser role.

Route the assignment based on an appraiser role.

Route the assignment to the correct work queue based on business logic.

Route the assignment to the correct work queue based on business logic.

Route the assignment based on appraiser skills.

Route the assignment based on appraiser skills.

It is not possible to support this requirement. The router must define a specific work queue.

Which of the following definitions best describes low-code?

Responses

An application development environment that uses graphical user interfaces, visual metaphors, and form configuration instead of traditional hand-coded computer programming

An application development environment that uses graphical user interfaces, visual metaphors, and form configuration instead of traditional hand-coded computer programming

An application building environment where users sketch out the highest-level concepts of the application and add details later

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A "builder kit" that is composed of a shared library of UX patterns, made up of components that provide a highly consistent user experience through a systematized collection of design rules and patterns

An application building environment where users sketch out the details of an application first, then add higher-level concepts

Drag the phrase from the bottom that best completes the sentence.

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

The goal milestone in a service-level agreement defines that amount of time in which the case or step should be completed.

in which the case or step must be completed

allowed for users to advance to the next stage

allowed before an assignment is considered overdue

Feedback

Which of the following scenarios applies case life cycle design?

Responses

An online retailer creates three separate Pega Platform™ applications to handle purchase orders. One application manages customer orders from the website of the business. In the second application, the warehouse team checks inventory and packages the item for delivery. The business uses a third application to manage shipping from a third-party delivery service.

An online retailer creates three separate Pega Platform™ applications to handle purchase orders. One application manages customer orders from the website of the business. In the second application, the warehouse team checks inventory and packages the item for delivery. The business uses a third application to manage shipping from a third-party delivery service. - no response given

A customer contacts a call center to cancel service. After the agent addresses the customer issues, the customer decides not to cancel the account.

A customer contacts a call center to cancel service. After the agent addresses the customer issues, the customer decides not to cancel the account. - no response given

A travel agency creates a Pega Platform™ application to handle travel booking. The business wants customers to request a reservation for a hotel room or flight, agency employees to validate the customer-provided payment information, and agents to send booking confirmation to the customer. The Pega Platform application has a Booking case type with three stages: Reservation request, Validation, and Confirmation.

A travel agency creates a Pega Platform™ application to handle travel booking. The business wants customers to request a reservation for a hotel room or flight, agency employees to validate the customer-provided payment information, and agents to send booking confirmation to the customer. The Pega Platform application has a Booking case type with three stages: Reservation request, Validation, and Confirmation. - correct

A farm creates a Pega Platform™ application to handle purchase requests. The first step is to get an accurate list of seed suppliers.

When applicants apply for a job, their application is reviewed by an HR member who determines whether the applicant's qualifications are appropriate for the job. If the applicant is qualified, they are approved and proceed to the next step, where a member of HR schedules a phone interview. If the applicant is unqualified, the application is rejected.

How do you configure an Approve/Reject step to satisfy this requirement?

Drag the value from the bottom to the correct configuration field.

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Route to	If approved then	If reje
Work queue	Continue	Resol

Business logic

Change stage

Specific user

Feedback

How does Agile Workbench support agile development?

Agile

Workbench provides continuous access to work item status and new work item creation.

The three components for DevOps are people, process, and technology.

Which two statements are true about agile development and automated release management? (Choose Two)

DevOps involves both business and technical team members in continuous integration and delivery.

Continuous integration allows you to regularly merge code changes into a central repository to facilitate automated build and test runs.

Select the two correct statements about work items in Agile Workbench.
(Choose Two)
Response:

A. The development backlog includes user stories, bugs, and tasks.

B. Major bugs are typically deferred.

☐ C. User stories are the primary work items.

☐ D. Feedback items are feature enhancement requests.

Select two use cases supported by Agile Workbench. (Choose Two)

response - correct

Responses

1 ☐ The lead developer creates a new application for the development team.

2 ☐ The project team discusses how many application developers are needed and reports back to the stakeholders.

3 ☑ You need to adjust the due date for several user stories. - correct

4 ☑ During a peer review, the reviewer discovers and records an application bug.

Select two ways you use Agile Workbench to add details to bug and feedback items. (Choose Two)

Responses

☐

Use the integrated audio recording tool.

Use the integrated audio recording tool.

☐

Record the bugs and feedback in the case life cycle step descriptions.

Record the bugs and feedback in the case life cycle step descriptions.

☑

Use the integrated video recording tool.

Use the integrated video recording tool.

☑

Use the integrated screen capture tool.

Which requirement could be satisfied with an optional action?

Responses

Require a separate approval process whenever an order exceeds USD10,000.

Require a separate approval process whenever an order exceeds USD10,000. - no response given

Allow a user to transfer a case to another employee at any stage of the case.

Allow a user to transfer a case to another employee at any stage of the case. - correct

An application randomly sends a survey to customers once their case is resolved.

An application randomly sends a survey to customers once their case is resolved. - no response given

Reassign any task that remains open after three days to another user.

A martial arts studio uses a Class Registration case type that manages student registration for four optional classes throughout the week.

Requirements state that students should be able to change their class registration during the Register class and Confirm registration stages but not on the Send class details case resolution stage.

Which of the following configurations support this requirement?

Responses

Create a stage-only optional action to change the class registration on the Confirm registration stage. Because this stage occurs after the Register class stage, the Register class stage inherits the action.

Create a stage-only optional action to change the class registration on the Confirm registration stage. Because this stage occurs after the Register class stage, the Register class stage inherits the action. - no response given

Create a case-wide optional action to change the class registration with a when rule if the stage is equal to the Register class or Confirm registration.

Create a case-wide optional action to change the class registration with a when rule if the stage is equal to the Register class or Confirm registration. - no response given

Create stage-only optional actions to change the class registration on the Register class and Confirm registration stages.

Create stage-only optional actions to change the class registration on the Register class and Confirm registration stages. - correct

Create a case-wide optional action to change the class registration if an operator assigned the Student role is at the Register class stage.

A business process requirement states that users should be able to modify the shipping address at any time without interrupting the primary path of the case. Which of the following options is the best way to design for this requirement?

Responses

Add an optional action to the case type.

Add an optional action to the case type. - correct

Add a process to an alternate stage.

Add a process to an alternate stage. - no response given

Add a process in a stage.

Add a process in a stage. - no response given

Add a step in a process.

Choose the answer that best completes the sentence

Automating decisions based on business logic enables _____________________.

Responses

architects to spend less time building the application

architects to spend less time building the application

application users to focus on decisions that require human expertise

application users to focus on decisions that require human expertise

architects to improve the performance of the application

architects to improve the performance of the application

application users to mark a specific location for business exceptions that may arise in the process flow

In an online banking application, a Transaction inquiry case is created when a suspicious transaction is detected. If the customer verifies that the transaction was unauthorized, Pega Platform creates a Fraud investigation case, which can be spun off into investigations as appropriate. Details about the transaction are collected in the Transaction inquiry case. Those details are populated in the Fraud investigation case.

What two actions do you perform to achieve this configuration in App Studio? (Choose Two)

response - correct

Responses

1 ☑

Configure Transaction inquiry as a parent case and Fraud investigation as a child case.

Configure Transaction inquiry as a parent case and Fraud investigation as a child case. - correct

2 ☐

Reference the transaction data from the parent case in the child case.

Reference the transaction data from the parent case in the child case. - no response given

3 ☐

Configure Fraud investigation as a parent case and Transaction inquiry as a child case.

Configure Fraud investigation as a parent case and Transaction inquiry as a child case. - no response given

4 ☑

Propagate the transaction data from the parent case to the child case.

☑

☐

☐

☑

Question

In a mortgage application, the user creates a loan request. Before approving the loan request, the loan officer must receive the appraisal results. How can you configure the case types to reflect the loan request and appraisal relationship?

Responses

○

Make appraisal a parent case type and loan request a child case type.

Make appraisal a parent case type and loan request a child case type.

○

Make mortgage a parent case type. Make loan request and appraisal child case types.

Make mortgage a parent case type. Make loan request and appraisal child case types.

○

Make loan request a parent case type and appraisal a child case type.

Make loan request a parent case type and appraisal a child case type.

○

Make both loan request and appraisal parent case types.

In an online shopping application, the primary case type PurchaseOrder has two child case types: Payment and Packaging. In processing PurchaseOrder case PO-11, the Payment case Pay-37 and Packaging case Pac-56 are created.

Which statement about the processing of PO-11, Pay-37, and Pac-56 is correct?

Responses

Both Pay-37 and Pac-56 must be resolved before PO-11 can be resolved.

Both Pay-37 and Pac-56 must be resolved before PO-11 can be resolved. - correct

PO-11 must be resolved before Pay-37 and Pac-56 is resolved.

PO-11 must be resolved before Pay-37 and Pac-56 is resolved. - no response given

PO-11 can be resolved when either Pay-37 or Pac-56 is resolved.

PO-11 can be resolved when either Pay-37 or Pac-56 is resolved. - no response given

Pac-56 must be resolved before Pay-37 is resolved.

When the total value for _________ in a case meets or exceeds the threshold value, the case is identified as a potential duplicate.

weighted conditions

Correct answer.

Correct. For cases that meet the basic conditions, the system continues to evaluate the weighted conditions for duplicate cases. When the total weighted value for a case meets or exceeds the threshold value, the case is flagged as a potential duplicate.

Question

A customer service representative opens a refund request case, determines it is a duplicate, and resolves it. The case status changes to Resolved-Duplicate. What happens to the case next?

Responses

The duplicate case is moved to a queue to be merged later.

The duplicate case is moved to a queue to be merged later. - no response given

Processing of the case terminates.

Processing of the case terminates. - correct

○

The duplicate cases are automatically merged into one case.

The duplicate cases are automatically merged into one case. - no response given

○

The case is routed to the manager for resolution.

Management reports that a large number of cases are incorrectly identified as potential duplicates. Which two approaches can you use to modify the duplicate case search process to reduce the number of potential duplicates identified? (Choose Two)

Responses

☐

Increase the weights for all basic conditions.

Increase the weights for all basic conditions.

☑

Increase the threshold value.

Increase the threshold value.

☐

Do not use a basic condition.

Do not use a basic condition.

☑

Adjust the condition weights.

Adjust the condition weights.

☐

Add a second Search duplicate cases step to filter out invalid duplicates.

Add a second Search duplicate cases step to filter out invalid duplicates.

○

Question

You want to evaluate cases as potential duplicates when the existing cases and the current case have the same create operator. How can you ensure that only cases with the same create operator are evaluated?

Responses

Add a weighted condition that uses the create operator value in both condition fields, an equals operation, and a weight of 0.

Add a weighted condition that uses the create operator value in both condition fields, an equals operation, and a weight of 0. - no response given

Add a weighted condition that uses the create operator value, an equals operator, and a weight of 100.

Add a weighted condition that uses the create operator value, an equals operator, and a weight of 100. - no response given

Add a basic condition that uses the create operator value and apply a weight of 100.

Add a basic condition that uses the create operator value and apply a weight of 100. - no response given

Add a basic condition where the create operator in an existing case is the same as in the current case.

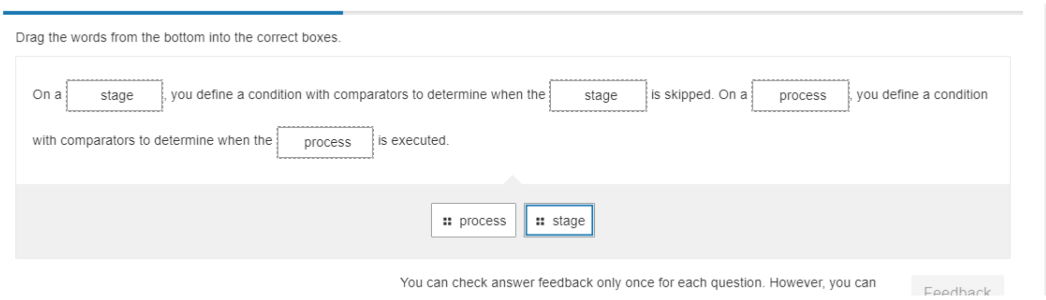
an onboarding case, new employees are assigned a seating location, office equipment, hardware, and software in the Equipment Selection stage shown above. However, if an employee is remote, it is unnecessary to assign the employee with a seating location or office equipment.

How do you configure the case life cycle to reflect this behavior?

Configure the Facilities Setup process to start if the employee is not remote. Otherwise, the process is skipped.

Correct answer.

Correct. This is the correct configuration to achieve the desired behavior. The Facilities Setup process starts if the employee is not remote. If the employee is remote, the process is skipped, and the IT Setup process starts.



In a customer service case type, customers can indicate that they are interested in filling out a survey about their customer service experience. If the customer agrees to complete the survey, they proceed to the Customer Survey stage. Otherwise, the case resolves automatically.

How do you configure this behavior?

Responses

Configure the Customer Survey stage never to skip.

Configure the Customer Survey stage never to skip. - no response given

Configure the Customer Survey stage with a custom condition to start when the customer indicates interest in filling out a survey.

Configure the Customer Survey stage with a custom condition to start when the customer indicates interest in filling out a survey. - no response given

Configure the Customer Survey stage with a custom condition to skip when the customer does not indicate interest in filling out a survey.

Configure the Customer Survey stage with a custom condition to skip when the customer does not indicate interest in filling out a survey. - correct

Configure the processes in the Customer Survey stage to start if the customer indicates interest in filling out a survey.

Choose the two correct types of Wait steps. (Choose Two)

response - correct

Responses

1

Approval

Approval - no response given

2

Case dependency

Case dependency - correct

3

Dependency

Dependency - no response given

4

Timer

Timer - correct

5

Paused

Which requirement is best implemented by using a Wait step in a case?

Responses

You cannot complete a purchase case on a website unless you complete a new account subcase.

You cannot complete a purchase case on a website unless you complete a new account subcase. - correct

You must pause a case until a user uploads a signed document.

You must pause a case until a user uploads a signed document. - no response given

You need to send an email after a user completes a form.

You need to send an email after a user completes a form. - no response given

You cannot proceed with an expense report until a manager approves the request.

Which three statements about data validation are correct? (Choose Three)

The field type, such as Date and time, validates that data is of the correct type.

Correct answer.

When designing a view, select appropriate field types to ensure that data entered is of the correct type.

The control, such as a drop-down list, validates that data is restricted to a set of values.

Correct answer.

When designing a view, select appropriate controls to ensure that data is restricted to possible values.

The field type, such as a drop-down list, validates that data is restricted to a set of values.

The business logic, such as Date and time, validates that data is of the correct type.

A validate condition, such as Currency equals USD, validates that data meets business requirements by using business logic.

Correct answer.

In this situation, it is appropriate to use business logic validation rather than an alternate data validation method.

You got 1 out of 1 points

1/1

Given that the following validation criteria triggers an error message, which data set triggers the error message?

Update Operator is equal to "operationsdir@co.com"

and

Case status is not equal to "Open"

Update Operator = "operationsdir@co.com"

Urgency = 45

Case Status = "Resolved"

n a mortgage loan case type, applicants enter data in the Credit score, Income, Assets, Liabilities, and Loan amount fields. The data is submitted on different processes in the case type. The system informs applicants that, based on the data they provided in the Financial information stage, there are no loans available, and the case does not enter the Loan stage.

How would you configure the case type to perform the data validation described in this scenario?

Responses

Configure business logic validation on the Loan stage.

Which two actions can you perform on the Explore Data landing page? (Choose Two)

Create a chart.

Correct answer.

After selecting an insight from the Explore Data landing page, you can create a chart from the Actions menu.

Create a new field.

Filter, sort, or group data.

Correct answer.

After selecting an insight from the Explore Data landing page, you can filter, sort, or group data to view only the specific information that matches your business needs.

What are two benefits of using insights? (Choose Two)

response - correct

Responses

1

Insights allow you to share data queries between users to support collaboration

Insights allow you to share data queries between users to support collaboration - correct

2

Insights allow you to sort data for applications that use Theme UI-Kit to gain better access to the data you need

Insights allow you to sort data for applications that use Theme UI-Kit to gain better access to the data you need - no response given

3

Insights allow you to transform data queries into tables or visualizations to make data analysis easier

Drag the words from the bottom into the correct boxes.

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

In an online shopping application, you use Insights to visualize data about recent returns. From the Explore Data landing page, you analyze the types of returns and the amount of each return. In the Data tab, you select a clustered column, and then you add the Case ID count, Return amount, and Purchase type fields. In the Chart tab, you add a tooltip and update the legend.

Which two actions can you perform from the Explore Data landing page? (Choose Two)

response - correct

Responses

1

Create a pie chart for customer satisfaction data.

Create a pie chart for customer satisfaction data. - correct

2

Create a new Sales data field to reference an insight rule.

Create a new Sales data field to reference an insight rule. - no response given

3

Filter, sort, or group data for product inventory.

Filter, sort, or group data for product inventory. - correct

4

Edit medical facility data for a health insurance application.

You use report categories to create and run reports.

True

False

A sales manager runs weekly reports on the cost of preparing a car for customer delivery. Which type of report metric applies to this report?

A process metric

A business metric

Correct answer.

Correct. The cost of preparing a car for customer delivery is a business metric.

A report column defines the content of the report. A report filter compares a data value in the record against a defined condition

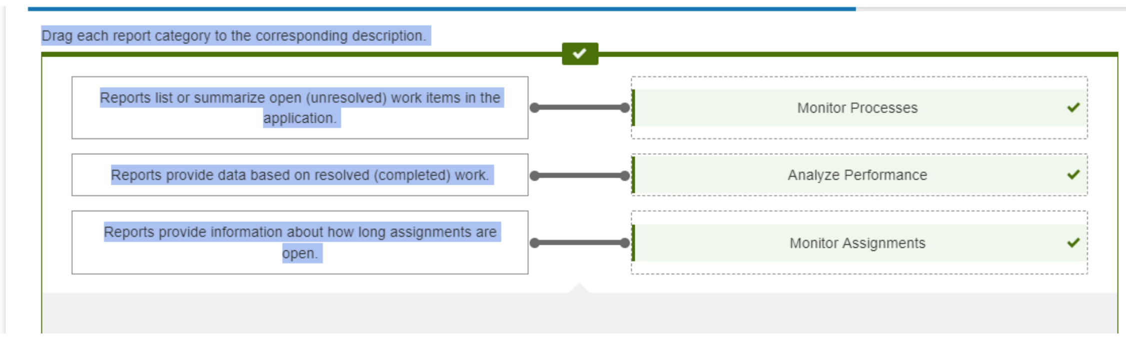
The payroll manager requests a report on the average length of time required to obtain the various approvals for employee raises and promotions. What type of metric does the report provide?

Responses

Business metric

Business metric - no response given

Process metric



Given that an event is a trigger caused by user activity and an action is a response by the application, which two of the following sets represent action sets (event > action) in Pega Platform™? (Choose Two)

response - correct

Responses

1

Double-click > Scan barcode/QR code

Double-click > Scan barcode/QR code - correct

2

Run data transform > Enter

Run data transform > Enter - no response given

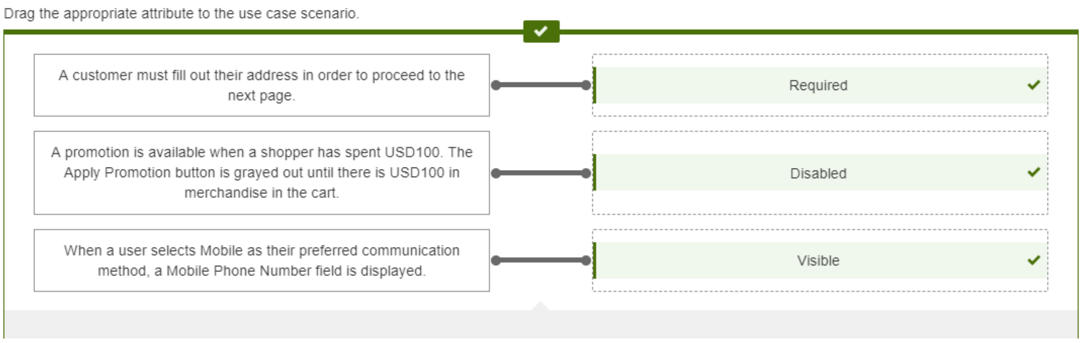
3

Open mobile app > Focus

Open mobile app > Focus - no response given

4

Tab key > Add new work



Which two of the following statements are true about user interface elements? (Choose Two)

response - correct

Responses

1

Formats for control types can only be reused across a case type

Formats for control types can only be reused across a case type - no response given

2

The predefined formats for a button include Standard, Simple, and Strong

The predefined formats for a button include Standard, Simple, and Strong - correct

3

Within an application each control type can only have one defined style.

Within an application each control type can only have one defined style. - no response given

4

Autocomplete is an example of a basic control available out of the box

End users can clear selections on a form and view the previous actions on the case. How do you configure the action set on a button to achieve this result?

Responses

First, configure a Click event with a Refresh action. Next, add a View History action to the event.

Which three statements about portals and landing pages are true? (Choose Three)

✔ The User Portal is an example of a default portal.

Correct. By default, Pega Platform has both the User Portal and the Web Portal for application users.

✔ Portals include landing pages that are listed on the main menu.

Correct. A portal consists of landing pages that consolidate information for easy access. The landing pages are listed on the main menu.

The Web Portal is an example of a default landing page.

Landing pages include portals that are listed on the main menu.

✔ A finished landing page can be placed on one or more application menus.

Correct. You can create, configure, and add landing pages to menus within your application to display specific information.

Drag the terms from the bottom to the correct placement in the following passage.

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Portals are web channels that are accessed through a browser, regardless of the access device. Portals contain Landing pages that combine information to match the needs of your users. To create new landing pages in App Studio, enter the Design mode to access the Landing pages menu.

Which two of the following statements about adding a channel-specific process in the Create stage are true? (Choose Two)

response - correct

Responses

1 ☑

To add a channel-specific process, such as Digital Messaging, you select the More icon (three dots) on the Create stage.

To add a channel-specific process, such as Digital Messaging, you select the More icon (three dots) on the Create stage. - correct

2 ☐

To add a channel-specific process, such as Alexa or chatbot, you create a new version of the application.

To add a channel-specific process, such as Alexa or chatbot, you create a new version of the application. - no response given

3

You can only designate a channel-specific process in the Create stage in your case type.

You can only designate a channel-specific process in the Create stage in your case type. - no response given

4

The channel must be added to the application before you can choose it as an option in the Create stage.

In which scenario is it appropriate to remove a landing page from an application?

Responses

You are developing a new landing page that is available for all users.

You are developing a new landing page that is available for all users. - no response given

You are developing a landing page that is not available from the main menu by default, but that users can add to the main menu if appropriate.

You are developing a landing page that is not available from the main menu by default, but that users can add to the main menu if appropriate. - no response given

You are developing a landing page that is only relevant for people managers and is not available for individual contributors.

You are developing a landing page that is only relevant for people managers and is not available for individual contributors. - no response given

You are developing a landing page that replaces an existing landing page, which is being deprecated and should not be used by any users.

Drag the terms from the bottom into the correct boxes

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

A user wants to see the number of service requests that team members perform at different times of a day. A developer adds the Reports custom page to the main menu of the User portal , a default portal. Reports is an out-of-the-box landing page.

Identify two key elements and functionalities of a dashboard. (Choose Two)

Dashboard templates allow both developers and users to organize widgets differently, which increases individual productivity.

Correct answer.

With Pega Platform, developers can customize dashboards by including and organizing widgets that meet the needs of different user roles. Users personalize their dashboard by adding and moving widgets to different slots on the dashboard. Both the customization and personalization of dashboards help increase individual user productivity.

Slots provide spaces for widgets that display key performance indicators (KPIs), which users can then act on.

Correct answer.

Slots hold actionable information, including KPIs. Slots are containers for one or more widgets, and the dashboard template defines them.

Which of the following two statements are true about the dashboard? (Choose Two)

response - correct

Responses

1 ☑

Each role-based interface includes a dashboard tailored to the role.

Each role-based interface includes a dashboard tailored to the role. - correct

2 ☑

The dashboard displays key performance indicators (KPIs) and operational information about your application.

You are an end user who wants to customize your dashboard to include your worklist. How do you achieve this?

Responses

Create a new Dashboard landing page that uses the Worklist page template.

Create a new Dashboard landing page that uses the Worklist page template. - no response given

Updated your dashboard template from Two column to Two down.

Updated your dashboard template from Two column to Two down. - no response given

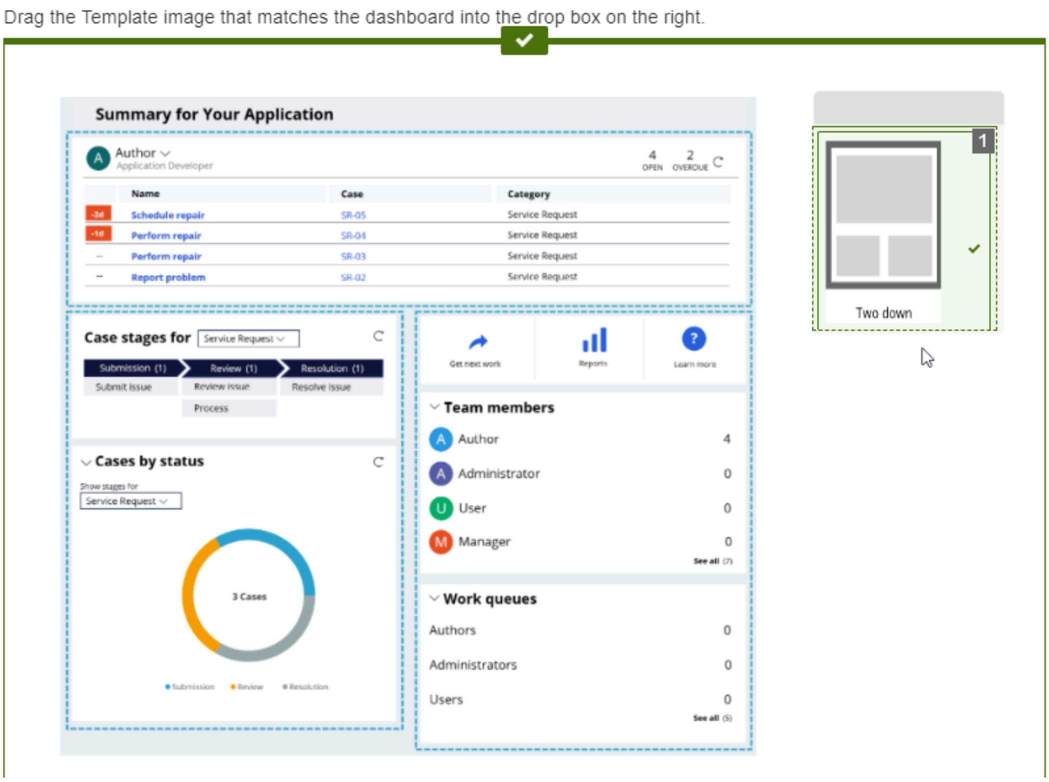
Update your dashboard to include the Worklist widget

Update your dashboard to include the Worklist widget - correct

Create a Worklist landing page to add in to your dashboard landing page.

If a decision table fails to return a result for any of the testable rows, which of the following occurs?

- The decision table returns the result of the Otherwise row.



Which two configurations can be performed from a mobile app channel? (Choose Two)

Enable application lock to secure the mobile app.

Correct answer.

Correct. Authentication and security settings are configurable on the Configuration tab of a mobile app channel.

Add a swipe action for items in a list of open cases.

Correct answer.

Correct. You can specify swipe actions for the items displayed on a mobile list page, using the Content tab.

Your company needs two separate mobile apps: one for customers to place delivery orders and one for couriers to confirm deliveries. The specifications include using a blue header background for the customer app and a green header background for the courier app. Which configuration allows you to complete this task?

Responses

Create a single mobile app channel interface, and designate two header background colors that switch depending on who downloads the app.

Create a single mobile app channel interface, and designate two header background colors that switch depending on who downloads the app. - no response given

Create two mobile app channel interfaces, one for customers and one for couriers. Set the background color in the content configuration menu for each channel interface.

Create two mobile app channel interfaces, one for customers and one for couriers. Set the background color in the content configuration menu for each channel interface. - no response given

Create two mobile app channel interfaces, one for customers and one for couriers. Set the background color in the theme configuration menu for each channel interface.

Create two mobile app channel interfaces, one for customers and one for couriers. Set the background color in the theme configuration menu for each channel interface. - correct

Create one mobile app channel interface. Rename the header elements as customer and courier, and change element background colors, respectively.

Which of the following options is a valid swipe action?

Responses

Executing an optional action on your case

Executing an optional action on your case - correct

Starting an optional process on your case

Starting an optional process on your case - no response given

Changing the text color of a menu

Changing the text color of a menu - no response given

Returning to the previous screen

Two mobile app channel interfaces are created for the Manager and Employee user personas. The Manager channel interface contains capabilities to run reports and edit orders, while the Employee channel interface does not.

Both personas can use either channel interface.

Responses

False

False - correct

True

Each row of a decision table consists of one or more testable conditions organized into columns. How does Pega Platform™ determine when to return the specified result for a row?

Responses

- When any one of the conditions in the row is true.
  When any one of the conditions in the row is true. - no response given
- When all the conditions in the row are true.
  When all the conditions in the row are true. - correct
- When the last condition in the row is true.
  When the last condition in the row is true. - no response given
- When the first condition in the row is true.

Age >	Existing customer?	Credit score >=	Return
30	True	700	Premier Gold rewards card
25	True	500	Gold rewards card
31	True	400	Reward plus card
Otherwise			Standard card

UPlus Bank uses a decision table to recommend a credit card based on customer status. Ryan applies for a credit card. He is an existing customer, is 32 years old, and has a credit score of 600.

What type of credit card is recommended?

- Reward plus card
- Standard card
- Premier Gold rewards card
- Gold rewards card ✓

Drag each configuration option from the bottom to the description that would best automate the decision.

Description	Option
In a flight booking application, the airline ticket price includes a base fare, fuel charge, tax, and meals.	Expression ✓
In an online grocery store, customers receive an extra 10 percent discount if the purchase amount exceeds USD300.	Decision table ✓
Before submitting a purchase order, the shipping cost is calculated based on product availability and the fulfillment warehouse location.	Decision table ✓
In a loan processing application, the installment is calculated based on the amount borrowed, annual interest rate, and period opted by the user.	Expression ✓

In an application to manage an information technology business, Kamika is hired as the company's first Network Technician. She needs access to a user interface that contains network diagnostic tasks and reporting features.

How do you configure your application to support this requirement?

- Create a new persona named Network Technician. Create a user account for Kamika and assign her the new persona.

Correct answer.
If the persona Network Technician does not exist, as is the case in this scenario, you create it before adding users who would use that persona.

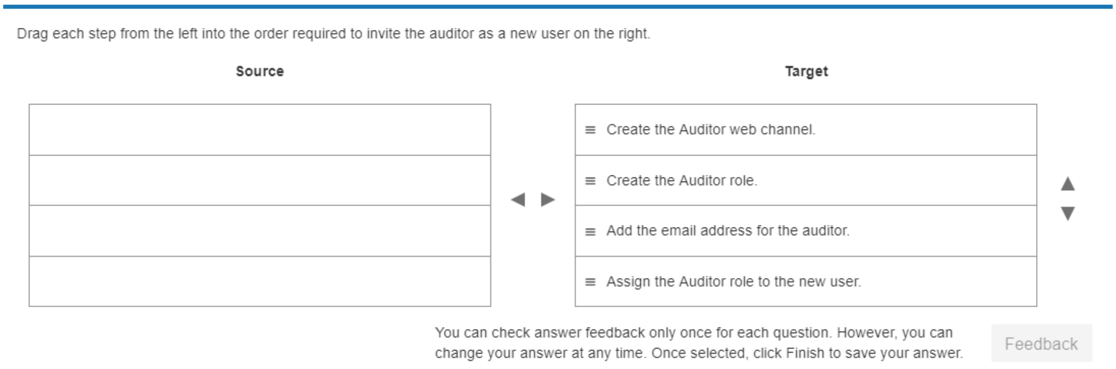
Drag each phrase to where they are needed to complete the task.

Create a role	Create a user
Supply a channel ✓ Supply a name ✓	Supply an email address ✓ Supply a role ✓

Identify the use case that requires creating a new role.

Responses

- An additional combination of channel interface and permissions is necessary.
  An additional combination of channel interface and permissions is necessary.   - correct
- An additional person needs to interact with an application.
  An additional person needs to interact with an application. - no response given
- The permissions for an existing role are too limited for the work to be done.
  The permissions for an existing role are too limited for the work to be done. - no response given
- A new application is created.



Drag the words into the correct boxes

Pega Platform provides three out-of-the-box collaboration tools that increases the productivity of application users.

Pulse

is a communication system that allows users to post, view, and reply to messages.

Spaces

offers a digital environment for users with a single, common interest to exchange ideas. Utilize

Documents

to make files available to users application-wide or to limit information to specific cases or spaces.

A CSR resolving an auto claims case attaches a document required by the Claims Review team. In which location does the CSR attach the document so that access to the document is limited to only Claims Review team members working on that specific auto claims case?

Responses

- The Utility pane, located to the right of the case work area.
  The Utility pane, located to the right of the case work area. - correct
- The Case designer in App Studio.
  The Case designer in App Studio. - no response given
- The Documents landing page associated with the Claims application.
  The Documents landing page associated with the Claims application. - no response given
- The private space utilized by CSRs to facilitate team communication.

Which collaboration tool enables users to resolve cases more effectively by minimizing their need to leave an application to access externally-stored content?

Responses

- Documents
  Documents - correct
- Tags
  Tags - no response given
- Spaces
  Spaces - no response given
- Pulse

Question

Which Pega Platform feature allows users to categorize and relate Pulse messages using keywords?

Responses

- Insights

  Insights - no response given
- Tags

  Tags - correct
- Routing

  Routing - no response given
- Pulse

Select the two correct statements about work items in Agile Workbench. (Choose Two)

response - correct
Responses

- 1 ☑ User stories are the primary work items.

  User stories are the primary work items. - correct
- 2 ☑ Feedback items are feature enhancement requests.

  Feedback items are feature enhancement requests. - correct
- 3 ☐ The development backlog includes user stories, bugs, and tasks.

  The development backlog includes user stories, bugs, and tasks. - no response given
- 4 ☐ Major bugs are typically deferred.

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator and Work Status. You must sort the Create Date values so that the most recently created cases appear at the top of the list with the remaining cases descending from newest to oldest.

How should you design the report to support this requirement?

Responses

- Add a filter condition where Create Date is greater than one.
  Add a filter condition where Create Date is greater than one. - no response given
- Configure the Create Date as the first column in the report.
  Configure the Create Date as the first column in the report. - no response given
- For the Create Date property, select Highest to Lowest sort type.
  For the Create Date property, select Highest to Lowest sort type. - correct
- For the Create Date property, select Count in the Summarize column.

A customer service representative opens a refund request case, determines it is a duplicate, and resolves it. The case status changes to Resolved-Duplicate. What happens to the case next?

Responses

- The case is routed to the manager for resolution.
  The case is routed to the manager for resolution. - no response given
- The duplicate case is moved to a queue to be merged later.
  The duplicate case is moved to a queue to be merged later. - no response given
- The duplicate cases are automatically merged into one case.
  The duplicate cases are automatically merged into one case. - no response given
- Processing of the case terminates.

- ☑
- ☑
- ☐
- ☐

- ○
- ○
- ○

Question

Which two statements are true about skipping stages and processes? (Choose Two)

Responses

- A stage never skips unless a condition is present
A stage never skips unless a condition is present
- You can add only one condition to a stage or process.
You can add only one condition to a stage or process.
- Stages are always skipped unless configured to continue.
Stages are always skipped unless configured to continue.
- A process always starts unless a condition is present.

A manager has requested a report that shows the purchase requests for each of the regional cost centers. The manager wants to organize the results so that the cost center appears only once on the report and the requests are listed under the cost center.

How should you configure the report?

Responses

- Use the cost center column to group the results.

Use the cost center column to group the results. - correct

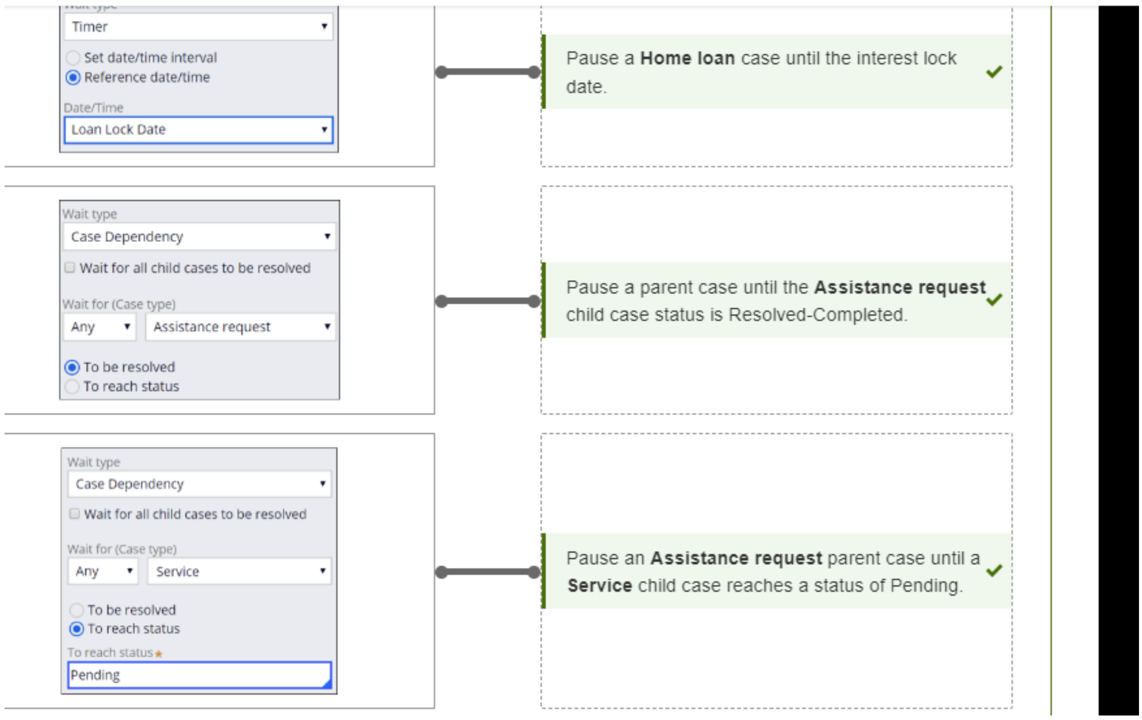
- Use the requests column to group the results.

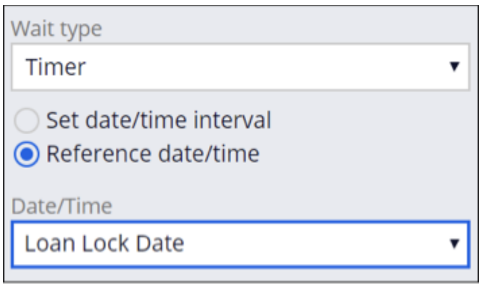
Use the requests column to group the results. - no response given

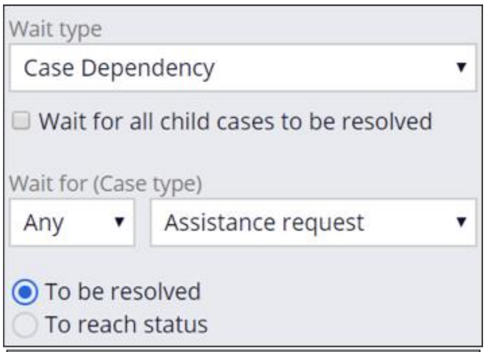
- Filter the results so that only cost center and requests are included in the report.

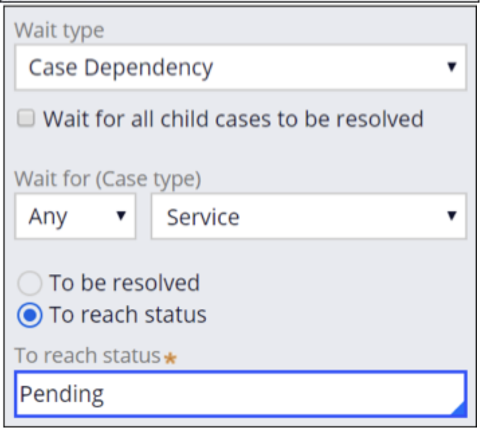
Filter the results so that only cost center and requests are included in the report. - no response given

- Summarize the requests column by count.




Wait type
Timer
Set date/time interval
Reference date/time
Date/Time
Loan Lock Date





Question

Which of the following statements is true about Automation shapes?

Responses

- An Automation shape can be used to configure the Service-Level Agreements for a Case Type.

  An Automation shape can be used to configure the Service-Level Agreements for a Case Type. - no response given
- An Automation shape can be used to delete a Case.

  An Automation shape can be used to delete a Case. - no response given
- An Automation shape can be used to create Views.

  An Automation shape can be used to create Views. - no response given
- An Automation shape can be used to change the Stage of a Case.

- ☑
- ☑
- ☐
- ☐

- ○
- ○
- ○
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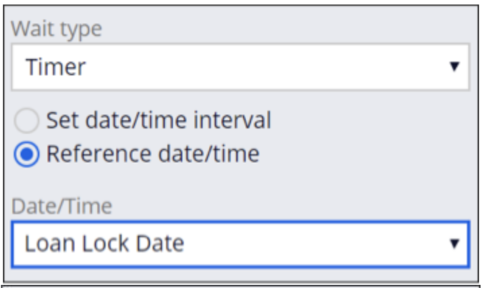
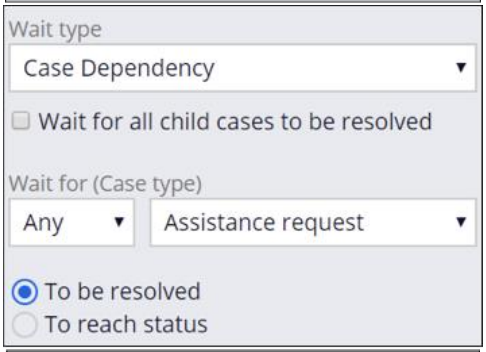
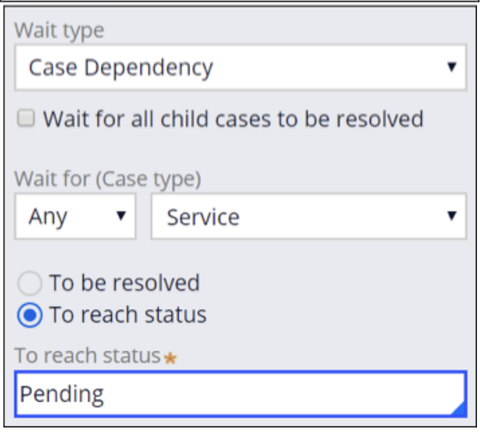






- [ ]
- [ ]
- [x]
- [x]

- ○
- ○
- ○
- ○

- [ ]
- [x]
- [ ]
- [ ]
- [x]

Question

What are two benefits of using insights? (Choose Two)

Responses

- ☑

  Insights allow you to transform data queries into tables or visualizations to make data analysis easier

  Insights allow you to transform data queries into tables or visualizations to make data analysis easier
- ☐

  Insights allow you to modify application data to fit your business requirements

  Insights allow you to modify application data to fit your business requirements
- ☑

  Insights allow you to sort data for applications that use Theme UI-Kit to gain better access to the data you need

  Insights allow you to sort data for applications that use Theme UI-Kit to gain better access to the data you need
- ☐

  Insights allow you to share data queries between users to support collaboration

In which scenario is it appropriate to remove a landing page from an application?

Responses

- ○

  You are developing a landing page that replaces an existing landing page, which is being deprecated and should not be used by any users.

  You are developing a landing page that replaces an existing landing page, which is being deprecated and should not be used by any users. - correct
- ○

  You are developing a landing page that is only relevant for people managers and is not available for individual contributors.

  You are developing a landing page that is only relevant for people managers and is not available for individual contributors. - no response given
- ○

  You are developing a landing page that is not available from the main menu by default, but that users can add to the main menu if appropriate.

  You are developing a landing page that is not available from the main menu by default, but that users can add to the main menu if appropriate. - no response given
- ○

  You are developing a new landing page that is available for all users.

Design thinking is a human-centered mindset to identify, innovate, and creatively solve problems throughout the project.

True

False

Which two of the following options is true about the technical design during Prepare? (Choose Two)

- Technical considerations include confirming user personas.
- Coproduction resources lead the technical design during Prepare.
- The application structure should be organized to support automated testing during the Prepare phase.

C o r r e c t a n s w e r .

- The technical design considerations to be confirmed during Prepare are authentication scheme, access groups/roles, and organization structure.

C o r r e c t a n s w e r .

You got 1 out of 1 points

1/1

Which two of the following options are true about the Prepare phase? (Choose Two)

- During Prepare, you review the data model.

C o r r e c t a n s w e r .

- Technical design considerations include workshops with business and IT to confirm the application structure.

C o r r e c t a n s w e r .

- The primary output from the technical design review during Prepare is the case design.
- DevOps setup is established during the first sprint, once testing activities begin.

The Organization layer is the only layer in which you find technical assets.

True

False X

Which two of the following options is true about Directly Capture Objectives (DCO)? (Choose Two)

- DCO is used during the Prepare phase to confirm and validate the three pillars of the microjourney.

C o r r e c t a n s w e r .

- DCO is a methodology that ensures collaboration with the business and IT.
- DCO is only used for the documentation of user stories during the build phase.
- The integration designer is an example of a visualization tool used in DCO.

Which two of the following statements is true about the Definition of Ready? (Choose Two)

- Stories that do not meet the definition of ready (DoR) can progress to sprint planning.

DoR's primary function is to make sure user stories are ready to progress to sprint planning.

- The definition of ready (DoR) is defined by the lead business architect.
- Stories that meet the definition of ready (DoR) are approved by the product owner.

C o r r e c t a n s w e r .

The Product Owner is ultimately responsible for progressing user stories in the sprint planning and beyond.

- The definition of ready (DoR) is defined during the prepare phase

C o r r e c t a n s w e r .

One of the main objectives of the prepare phase is to define agreed DoR.

The Definition of Ready (DoR) is agreed during Prepare with the Scrum Master and is fixed for the remainder of project.

True

False X

The team defines and agrees on DoR.

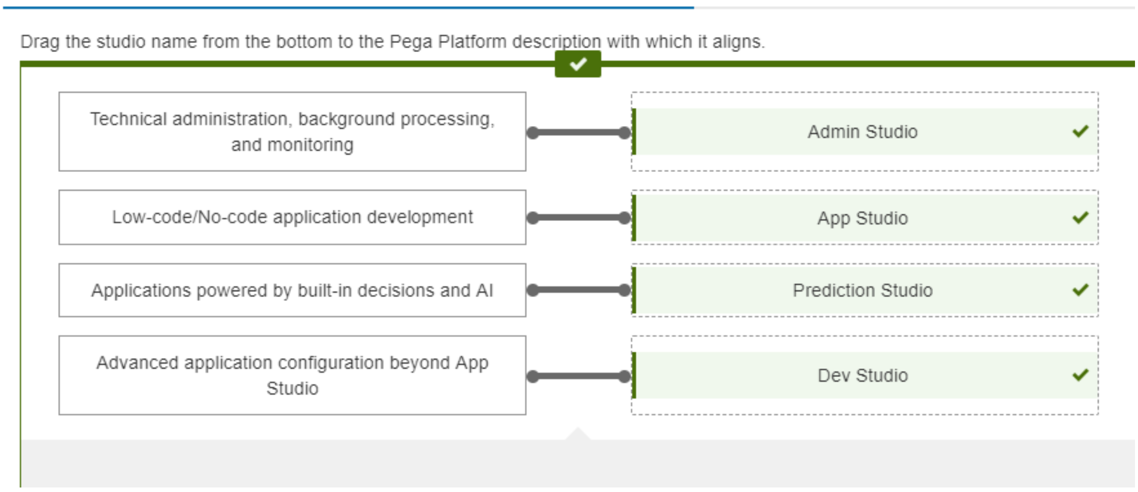
What one element of the plan need to be reviewed at the end of Prepare? (Choose one)

- Elaboration plan and testing approach
- Backlog health, and integrations
- Assumptions and the revised understanding of the microjourney™
- Sprint plan, risk and issues, assumptions, and the number and kinds of people-resources required to delivery the project

Select the two correct statements about work items in Agile Workbench. (Choose Two)

response - correct
Responses

- 1 ☐
  The development backlog includes user stories, bugs, and tasks.
  The development backlog includes user stories, bugs, and tasks. - no response given
- 2 ☑
  Feedback items are feature enhancement requests.
  Feedback items are feature enhancement requests. - correct
- 3 ☑
  User stories are the primary work items.
  User stories are the primary work items. - correct
- 4 ☐
  Major bugs are typically deferred.



Which two of the following methods can configure one stage in the case life cycle to advance to the next? (Choose Two)

response - correct
Responses

- 1 ☑
  Configure automatic stage transitioning in the stage contextual property panel.
  Configure automatic stage transitioning in the stage contextual property panel. - correct
- 2 ☐

Configure the stage to resolve the case in the stage properties pane.

Configure the stage to resolve the case in the stage properties pane. - no response given

- 3 ☐

While running a case, use the Actions menu to change the stage.

While running a case, use the Actions menu to change the stage. - no response given

- 4 ☑

Add a Change Stage step.

A PARTIR DE AGORA, PARTE DO SYSTEM

ARCHITECT

:

Which two statements regarding Dev Studio are correct? (Choose Two)

- Developers can switch between App Studio and Dev Studio as needed to configure rule behavior.

  Correct answer.

  Correct. Developers can switch between studios by using the menu in the upper-left corner of all studios.

- Dev Studio allows developers to create application components that business analysts and citizen developers can add to case types in App Studio.

  Correct answer.

  Correct. With Dev Studio, developers can create reusable solutions for use in App Studio, even if the solutions include rule types not available in App Studio.

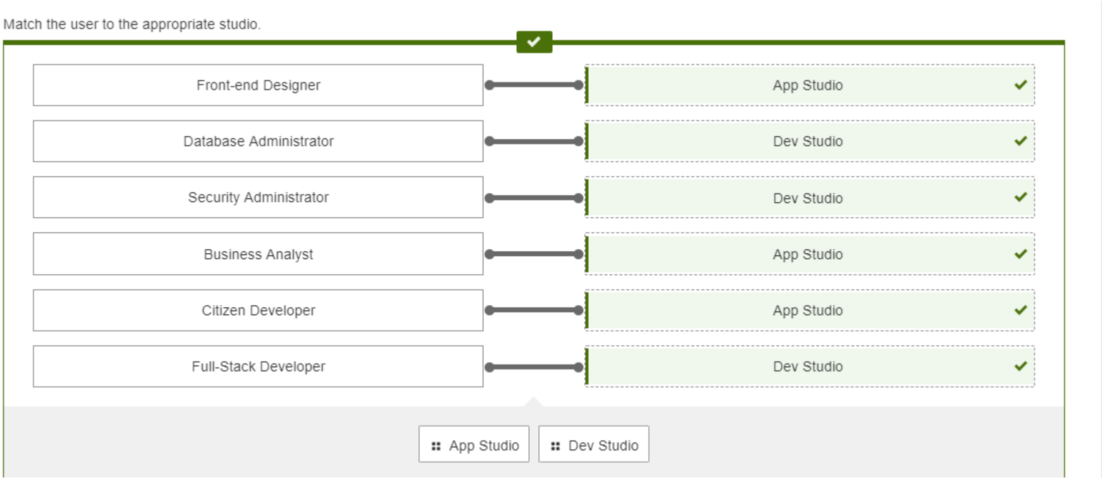
Drag the words into the correct boxes.

response - correct
Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

A business analyst uses App Studio to design a process for seat booking as part of an Airline Reservations case type. A system architect then extends the scope of the flow rule to use across the entire Travel application in Dev Studio.

The business analyst can now reuse the process in App Studio to make bus or

train ticket seat reservations.



What is the purpose of a rule in a Pega Platform application?

- A rule is a template for creating a rule type and determines the behavior modeled for the rule type.
- A rule is an instruction for describing a specific case behavior, such as a process or automated decision.

  Correct answer.
  Correct. A rule describes behavior of individual cases.
- A rule is an instruction for describing a specific case behavior that is highly specialized and cannot be reused.
- A rule is a specific case behavior that must be created and managed in Dev Studio.

The current version of a travel booking application sends automated booking confirmation emails that include the wrong Customer name and Case number. How do you address this issue?

- Create a new ruleset to correct the email content.
- Create a major version of the relevant ruleset to correct the email content.
- Create a minor version of the relevant ruleset to correct the email content.
- Create a patch version of the relevant ruleset to correct the email content.

C o r r e c t a n s w e r .
Correct. Patch versions are appropriate for bug fixes.

You got 1 out of 1 points

1/1

Which three things do you need to know before you can create a rule in Dev Studio? (Choose Three)

- The applies to class of the rule.
  C o r r e c t a n s w e r .
  Correct. The class that is applied to the rule helps to uniquely identify the rule on the system by identifying the applicable scope of the rule. Changing the class of a rule allows you to specialize the rule for a specific class and any child classes.
- The Java code that references the rule.
- The name of the rule.
  C o r r e c t a n s w e r .
  Correct. The name of the rule helps uniquely identify the rule on the system by naming the intended use of the rule. Use a rule name that helps you associate the rule to the application functionality it references. For example, an SLA named Approval codifies the goal and deadline for case approvals. In contrast, an SLA named Claim adjustment codifies the goal and deadline for an adjuster to estimate the cost of covered damage for an insurance claim.
- The rule type for the rule.
  C o r r e c t a n s w e r .
  Correct. The rule type helps to uniquely identify the rule on the system by naming the function of the rule. For example, an SLA rule performs a different function than a flow rule.
- The .pzInsKey for the rule.

You got 3 out of 3 points

3/3

What is the purpose of a class in a Pega Platform application?

- A data class organizes rules that describe how to process a case or cases.
- A work class organizes rules that describe how the application interacts with other systems.
- A class organizes rules within an application based on their capacity for reuse.
  C o r r e c t a n s w e r .
  Correct. Pega Platform groups rules according to their capacity for reuse.

- An integration class organizes rules that describe the data types in the application.

To promote the described rule reuse, where in the class hierarchy do the described rules belong?

TGB

An SLA rule that can be reused for HR, Finance, and Legal applications in the TGB organization.

TGB-HR-Orientation-Work

A flow rule that can be reused for Onboarding, Self-evaluation, and Benefits enrollment case types in the HR Orientation application.

TGB-HR-Orientation-Work-Onboar…

A data transform that is specific to the Onboarding case type.

For each description of rule inheritance, drag one of the inheritance type labels to the box on the right.

Directed inheritance **Pattern inheritance**

A case wide action to Update shipping address in the Inc-SalesApp-Work-Shop class is inherited from Inc-SalesApp-Work.	**Pattern inheritance**
An email correspondence rule in XYZ-Sales-AcctMgmt-Work-NewAccount is inherited from the Sales division layer.	**Pattern inheritance**
An SLA rule in the Reimbursements application is inherited from the New Hire application.	**Directed inheritance**
The pyUserDashboardHeader rule is used in the User Portal and inherited from @baseclass.	**Directed inheritance**

4 / 4

From which class does @baseclass inherit rules?

- *InsApp*

- None

  C o r r e c t a n s w e r .

  Correct. In a Pega Platform application, @baseclass is the ultimate base class. All other classes inherit from @baseclass.

- Work-
  - *InsCorp*

Which two statements about rules are correct? (Choose Two)

response - correct
Responses

- 1

  Each time you change a rule, you have to rename it.

  Each time you change a rule, you have to rename it. - no response given

- 2

  It is best to create all your rules in Dev Studio manually.

  It is best to create all your rules in Dev Studio manually. - no response given

- 3

  Rules are automatically updated when you make a change in App Studio.

  Rules are automatically updated when you make a change in App Studio. - correct

- 4

  Rules created in Dev Studio can be made available to users in App Studio.

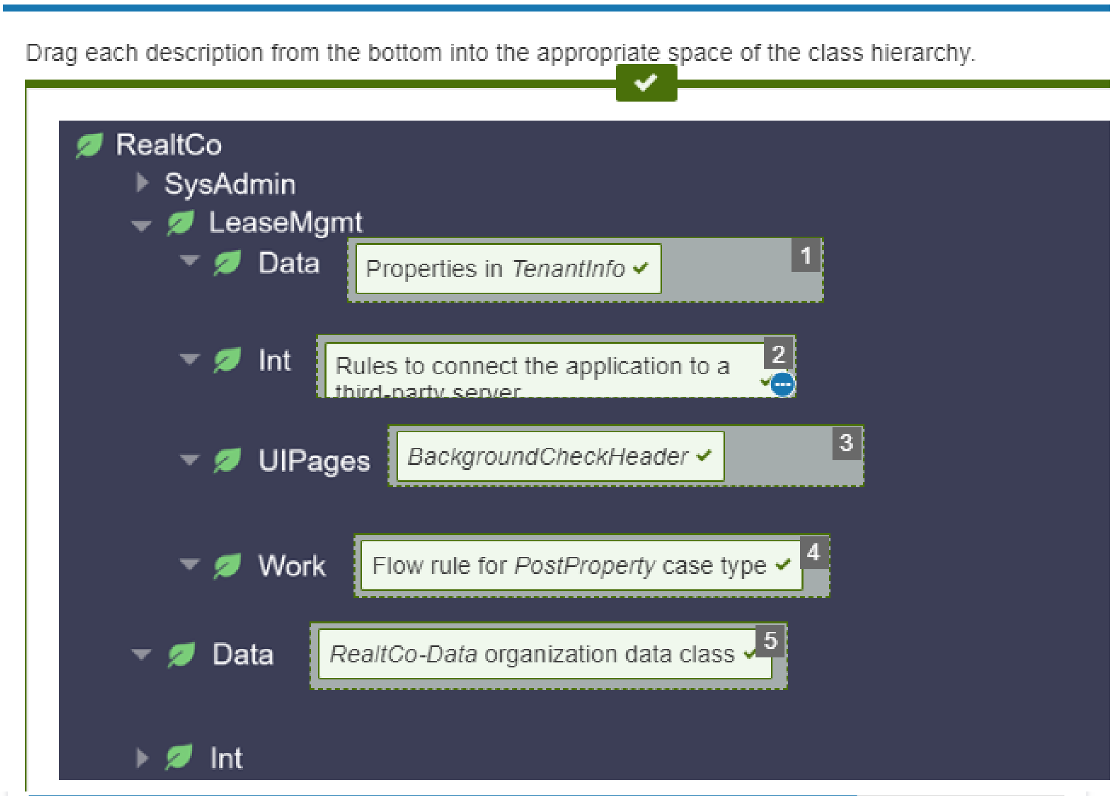
Drag the words into the correct boxes.

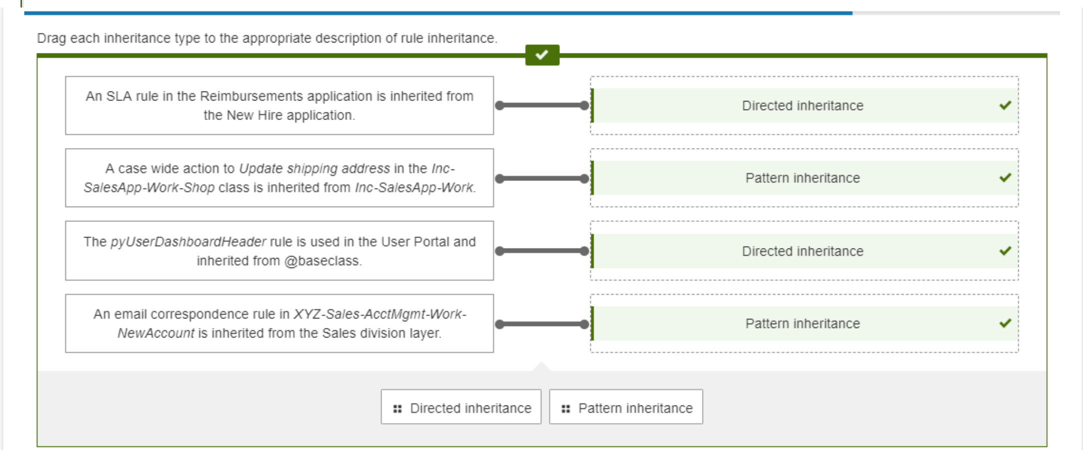
response - correct
Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Based on the class hierarchy, the ABCInc-HR class is a parent class to the

ABCInc-HR-Hiring class. The ABCInc-HR class has a work class, integration

class, and data class. While integration and data classes can occur at any level of the class hierarchy, work classes are generally the most specific of the three classes.





An application references a data element found in the Work- class. How is this rule inherited by the application?

Responses

- By naming PegaRULES as the built-on application.
  By naming PegaRULES as the built-on application. - no response given
- By applying pattern inheritance.
  By applying pattern inheritance. - no response given

- ◉

  By applying directed inheritance.

  By applying directed inheritance. - correct
- ○

  By adding the ruleset that contains the property to the application.

In which of the following scenarios is a data transform appropriate?

- In a time sheet case, employees enter the number of hours that they worked, the number of sick hours, and the number of paid time off hours. The total number of hours for the week are displayed on the time sheet.
- In an account creation case, applicants enter a user name that they want in the Requested user name field. If the user name is unique, the system displays it in the Verified user name field on the Enter account information form.

  Correct answer.

  Correct. You use a data transform to copy the value from Requested user name field to the Verified user name field.
- In an appointment scheduling case type, customers receive a confirmation email with the date and time that they selected for their appointment.
- A loan application case determines the interest rate for a loan based on the applicant's credit score, net worth, and income-to-debt ratio.

Where should you set a field to have a default value of 0?

- The pySetFieldDefaults data transform
- The Configure view page
- The Data initalization page

  Correct answer.

  Correct. It is best practice to use the Data initialization page when setting a default for a field to a static value.
- The pyDefaults data transform

You use the superclass feature when you call a data transform to set a different default value for the same property within a hierarchy of subclasses.

True

False

If the call superclass data transform option is selected and the parent class data transform references the same properties as the subclass data transform, the subclass data transform property value will ________ the parent class data transform property value.

- use
- override

C o r r e c t a n s w e r .

When the same properties are specified in both parent and subclasses, the Call superclass data transform option in the subclass override the property value from the data transform in the parent class.

- copy
- delete

In the Personal Insurance division, the goal and deadline dates are assigned to each case. For insurance claims cases, stakeholders want to override the default goal date but maintain the default deadline date.

Which two configuration steps do you take to meet this requirement? (Choose Two)

response - correct

Responses

- 1 ☐

  In the Claims data transform, for each case type, configure an Update Page action, and then set the goal date value.

  In the Claims data transform, for each case type, configure an Update Page action, and then set the goal date value. - no response given

- 2 ☐

  Select the Call superclass data transform option in the Claims data transform, and then clear the option in the parent data transform.

  Select the Call superclass data transform option in the Claims data transform, and then clear the option in the parent data transform. - no response given

- 3 ☑

  Select the Call superclass data transform option in each of the case type data transforms.

  Select the Call superclass data transform option in each of the case type data transforms. - correct

- 4 ☑

  In each case type data transform, set the goal date to the required value.

A healthcare services case has a child case that manages the hospital intake questionnaire. The patient can self-identify symptoms from a list of possible symptoms in the child case. Selected symptoms are copied over to the parent case with the status of "Unconfirmed." In the parent case, the physician can update the symptoms that are listed and their associated status.

Which two configurations would be part of the Selected Symptoms data transform? (Choose Two)

response - correct
Responses

- 1 ☑

  Iterate over the list of possible symptoms and copy the entries that the patient selected during intake.

  Iterate over the list of possible symptoms and copy the entries that the patient selected during intake. - correct
- 2 ☐

  Remove unselected symptoms from the source of possible symptoms.

  Remove unselected symptoms from the source of possible symptoms. - no response given
- 3 ☐

  Create a new property for each selected symptom and copy the properties to the parent case.

  Create a new property for each selected symptom and copy the properties to the parent case. - no response given
- 4 ☑

  Set the status for each copied symptom equal to "Unconfirmed."

In which of the following situations would you use a data transform?

Responses

- ○

  Run a flow action.
  Run a flow action.
- ○

  Reuse properties in two forms.
  Reuse properties in two forms.
- ◉

  Copy data from one page to another.

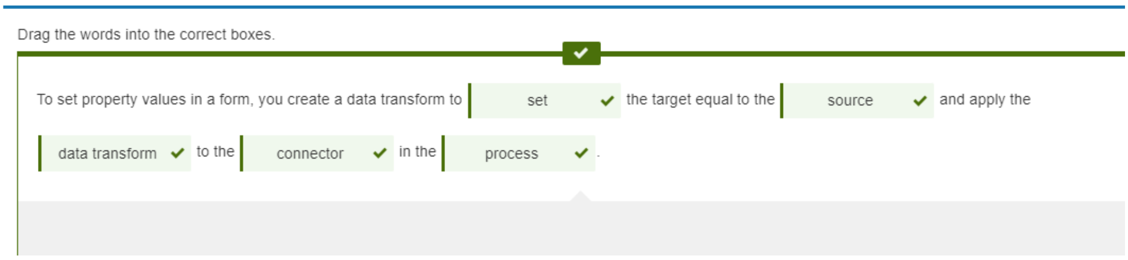
Copy data from one page to another.

- Create properties after creating the case.
Create properties after creating the case.

In which two scenarios should you set default property values? (Choose Two)

response - correct
Responses

- 1 ☑
  A developer uses proxy customer data to run development tests.
  A developer uses proxy customer data to run development tests. - correct
- 2 ☑
  The arrival day and departure day for a hotel reservation is equal to today and tomorrow, respectively.
  The arrival day and departure day for a hotel reservation is equal to today and tomorrow, respectively. - correct
- 3 ☐
  An assignment is automatically assigned to the default work queue for the consulting team.
  An assignment is automatically assigned to the default work queue for the consulting team. - no response given
- 4 ☐
  A customer receives a suggested product based on recent product search history.



How is information, such as the customer's date of birth, stored in memory for use in a Pega Platform application?

- The information is associated with a data element.
  Correct answer.

Correct. A data value such as a date of birth is associated with a data item and stored in the clipboard, in a structure called a page.

When testing the behavior of an online shopping app, you want to confirm that the app correctly generates a list of customers' previous orders when sending a request to the company's order management system.

In your opinion, in which category should the page that contains this list fall into?

- The Linked Property Pages category
- The System Pages category
- The User Pages category
- The Data Pages category

Correct answer.

Correct. The Data Pages category contains read-only data pages defined by the data page rule.

Why is it important to include class information when you reference properties on *pyWorkPage*?

- Without class information, the referenced rule is designated as blocked.
- Without class information, Pega Platform may fail to resolve a reference to one or more properties.

Correct answer.

Without class information, Pega Platform may not resolve the property reference and may return an error when saving a rule.

- Without class information, a default rule is used instead of the referenced rule.
- Without class information, an application cannot execute the rule when processing a case.

Which two tasks can you perform with the Clipboard tool? (Choose Two)

response - correct

Responses

- 1 ☑

Test decisions on a case by setting property values for a form that has not been submitted.

Test decisions on a case by setting property values for a form that has not been submitted. - correct

- 2

Update the vehicle model on a Vehicle information data page.

Update the vehicle model on a Vehicle information data page. - no response given

- 3

Update linked properties that reference the Customer data object.

Update linked properties that reference the Customer data object. - no response given

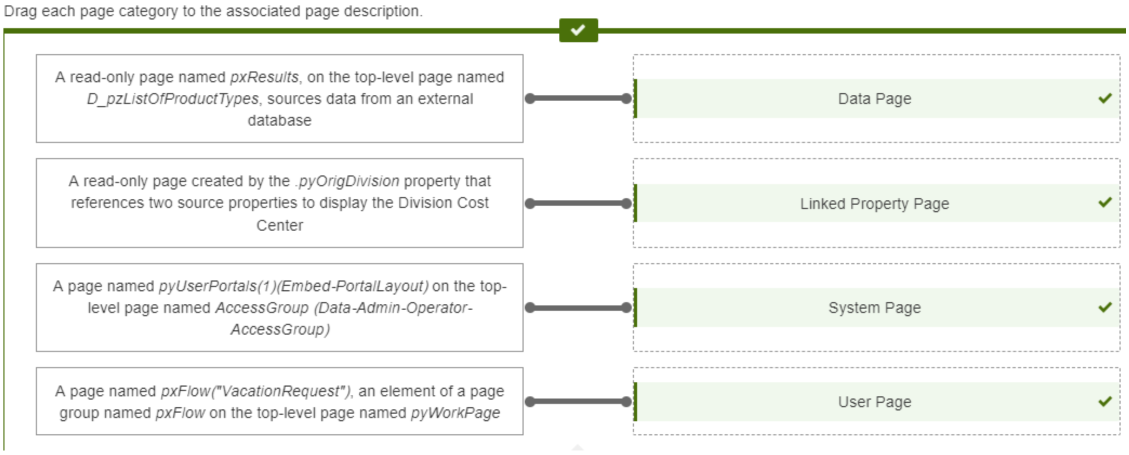
- 4 ☑

Review the current values of user data, such as the Operator ID and Access Groups.

Which scenario describes the type of information that is stored in pyWorkPage?

Responses

- Information about the external storage provider for the UBank application
Information about the external storage provider for the UBank application
- A list of available properties in the Greater Boston metro area that are cached from a realtor's database
A list of available properties in the Greater Boston metro area that are cached from a realtor's database
- The access groups for the customer service representative who is currently logged in to the application
The access groups for the customer service representative who is currently logged in to the application
- The date and time a user created the Onboarding case



A data validation requirement to confirm that a submitted Taxpayer Identification Number (TIN) consists of exactly nine digits can be configured in only Dev Studio.

True

False

] You can qualify validation for a property based on the action performed by the user.

True

False

Functions provide a set of parameters to configure validation behavior.

True

False

A case type allows customers to specify a paint color and finish for a painting cost estimate. Which configuration prevents users from entering an invalid combination of colors and finishes on a form?

Responses

- Configure a decision rule to test the combination of color and finish.
  Configure a decision rule to test the combination of color and finish. - no response given

- Configure an edit validate rule to test the combination of color and finish.
  Configure an edit validate rule to test the combination of color and finish. - no response given
- Create picklists for the color and finish, each sourced from a data page.
  Create picklists for the color and finish, each sourced from a data page. - correct
- Create a validate rule to test the combination of color and finish.

For which requirement must you configure a validate rule in Dev Studio?

Responses

- The value of the *Date of service* field must be no more than 15 days for a critical issue, and up to 60 days in the future for an issue with a lower priority.
  The value of the Date of service field must be no more than 15 days for a critical issue, and up to 60 days in the future for an issue with a lower priority. - correct
- A timesheet submitted by a consultant assigned to a client project must be reviewed by an auditor.
  A timesheet submitted by a consultant assigned to a client project must be reviewed by an auditor. - no response given
- The amount of a transfer between accounts must be greater than zero and less than the available balance of the originating account.
  The amount of a transfer between accounts must be greater than zero and less than the available balance of the originating account. - no response given
- An email address is required for a case to enter the Approval stage.

You need to add a field for a bank routing number to a view. The bank routing number must consist of only the numbers 0-9, including any leading zeros. Which configuration option ensures that users submit a valid bank routing number?

Responses

-

Configure a validate rule to call an edit validate rule that checks whether the user input consists of only the numbers 0-9.
Configure a validate rule to call an edit validate rule that checks whether the user input consists of only the numbers 0-9. - correct

- Configure a validate rule to check whether the user input is nine characters long.
  Configure a validate rule to check whether the user input is nine characters long. - no response given
- Configure a validate rule to check whether the user input consists of only the numbers 0-9.
  Configure a validate rule to check whether the user input consists of only the numbers 0-9. - no response given
- Configure a validate rule to call an edit validate rule to add leading zeroes to any entry that contains fewer than nine digits.

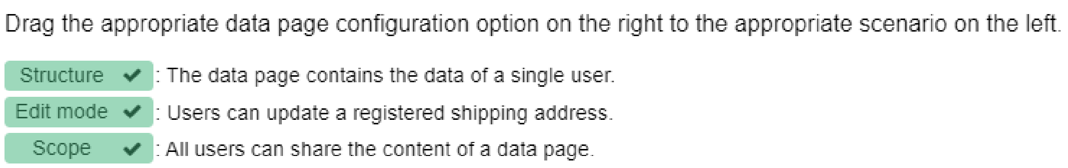
The purpose of a data page is to extract data from a data source for use in an application.

True

False

What editing mode do you select for a data page to transfer the content of the page back to the data source?

- Savable
  C o r r e c t a n s w e r .
  Correct. Set the edit mode to Savable to configure a save plan that allows the application to push the page contents back to the data source.
- No configuration necessary
- Read-only
- Editable


Drag the appropriate data page configuration option on the right to the appropriate scenario on the left.

Structure: The data page contains the data of a single user.
Edit mode: Users can update a registered shipping address.
Scope: All users can share the content of a data page.

A data page configured with a **Reload if older than** interval refreshes automatically once the interval ends.

True

False

Correct. The data page is not reloaded or refreshed until the next request for the page occurs that follows the configured time.

Refer to a data page when you always need the older, existing data from an external system or application.

True

False

Correct. Use Refer to a data page to ensure that the data displayed in the external system or Pega Platform application is up to date.

When you copy data from a data page, the data is refreshed only when ______________.

- you reopen the case
- a data page parameter changes

  Correct answer.

  Correct. Once you copy the data to the case, the data is not retrieved from the source again unless the request parameters change.
- the data page is refreshed
- you interact with the property

When a UI control populates list entries from a data source, all the list entries are copied to the data model for the case.

True

False

Correct. When you populate a list with data on a control, only the selected value is copied to the data model of a case.

When do you simulate an external data source?

- Simulate an the external data source when you want to dictate the response data.

C o r r e c t a n s w e r .

Correct. When you know the response data, simulating an external data source helps to unit test the implementation.

- Simulate data source when you do not know the response.
- Simulate a data source for error handling.
- Simulate an external data source even when the data source is available.

An order placed with a wholesaler must include pricing information from the inventory database as of placement of the order. Which is the best implementation for this use case?

Responses

- Reference the pricing information directly from a user interface control.
  Reference the pricing information directly from a user interface control. - no response given
- Configure a data transform to populate a page with price information.
  Configure a data transform to populate a page with price information. - no response given
- Configure a page property with the **Copy data from a data page** option selected.
  Configure a page property with the Copy data from a data page option selected. - correct
- Configure a page property with the **Refer to a data page** option selected.

Identify the three valid options for simulating data for unit testing during application development. (Choose Three)

response - correct

Responses

- 1
  Data transform
  Data transform - correct
- 2
  Connector
  Connector - no response given

- 3☐

  Decision table

  Decision table - no response given

- 4☑

  Report definition

  Report definition - correct

- 5☑

  Lookup

In which of the following situations do you simulate a data source for a data view?

Responses

- ○

  When performance testing an integration

  When performance testing an integration - no response given

- ◉

  When the interface between the application and the external data provider is not finalized

  When the interface between the application and the external data provider is not finalized - correct

- ○

  When the data page writes data to the external system.

  When the data page writes data to the external system. - no response given

- ○

  When you want to simulate a large amount of data

You have a data page with customer data. The data page is configured to reload if it is older than one hour. Which of the following best describes when the data page will reload?

Responses

- ○

  The data page reloads automatically one hour after last accessed.

  The data page reloads automatically one hour after last accessed.

- ○

  The data page reloads automatically one hour after creation.

  The data page reloads automatically one hour after creation.

- ○

  The data page reloads on the next access one hour after last accessed.

The data page reloads on the next access one hour after last accessed.

- The data page reloads on the next access one hour after creation.

Exchange rates are updated daily from a web service. You make the exchange rates available in your application using a data page. Which scope do you select for the data page?

Responses

- Request
  Request - no response given
- Node
  Node - correct
- Application
  Application - no response given
- Thread

Question

An automobile service management case must allow customers to select the make, model, and trim of an automobile when setting up a service appointment. Which implementation satisfies this requirement?

Responses

- Configure a page list containing the make, model, and trim information that uses the **Copy data from a data page** option.
Configure a page list containing the make, model, and trim information that uses the Copy data from a data page option.
- Populate a data object with records of all the allowed combinations of make, model, and trim.
Populate a data object with records of all the allowed combinations of make, model, and trim.
- Reference the make, model and trim information from a series of drop-down lists in the UI.
Reference the make, model and trim information from a series of drop-down lists in the UI.
- Configure a page list containing the make, model, and trim information that uses the **Refer to a data page** option.
Configure a page list containing the make, model, and trim information that uses the Refer to a data page option.

Question

A product return case must always show the current contact information for a customer. The case sources the contact information from the customer database to display in a header section on each step. Which is the best implementation for this use case?

Responses

- Configure a data transform to populate the data model with customer data directly.
Configure a data transform to populate the data model with customer data directly.
- Reference a data page with customer information directly from UI controls.
Reference a data page with customer information directly from UI controls.
-

Configure a page property with the **Copy data from a data page** option selected.

Configure a page property with the Copy data from a data page option selected.

-

Configure a page property with the **Refer to a data page** option selected.

You can use savable data pages to write data only to external data sources.

True

Falseaa

What are the two statements about savable data pages is true? (Choose Two)

- You can configure a data page with several recording options.

C o r r e c t   a n s w e r .

Correct. You can specify several recording options. Each is associated with a When rule that determines when to use this recording option.

- The Database save option saves a single data page in a single database row in the configured SOR.

C o r r e c t   a n s w e r .

Correct. You use Database save to save data to the system of record.

- The Activity data saving option is the best way to write data to external sources.
- The SOR is required to provide transaction handling.

Which two methods are available to specify the data page in a Save data page automation? (Choose Two)

- Data transform
- Associated property

C o r r e c t   a n s w e r .

Specify the data page implicitly by selecting an associated page or page list property that is auto-populated using the savable data page.

- Edit validate
- Data page

C o r r e c t   a n s w e r .

Specify the data page explicitly.

The **Database save** option ______________ and ______________.

response - correct
Responses

- 1
  Is available for data pages with a page list structure.
  Is available for data pages with a page list structure. - no response given
- 2
  Writes a single instance back to a database table in a system of record (SOR).
  Writes a single instance back to a database table in a system of record (SOR). - correct
- 3
  Provides the option to write to an external system of record using a Robotic Desktop Automation (RDA) or Robotic Process Automation (RPA).
  Provides the option to write to an external system of record using a Robotic Desktop Automation (RDA) or Robotic Process Automation (RPA). - no response given
- 4
  Maintains transactionality within the save operation when data is saved.

What is the best practice for avoiding accidental overwrites when referencing an autopopulated property?

Responses

- Auto-populate the property by copying data from a data page.
  Auto-populate the property by copying data from a data page. - correct
- Auto-populate the property by manually referencing a data source.
  Auto-populate the property by manually referencing a data source. - no response given
- Auto-populate the property by referring to a data page.

What are two benefits of using a **Save data page** step? (Choose Two)

response - correct
Responses

- 1
  Saves all data pages in the application and updates the system of record (SOR).
  Saves all data pages in the application and updates the system of record (SOR). - no response given
- 2
  Allows for real-time updates to the system of record (SOR)
  Allows for real-time updates to the system of record (SOR) - correct
- 3
  Saves all data to the clipboard when the step is reached
  Saves all data to the clipboard when the step is reached - no response given
- 4
  Can reduce application memory requirements

Field values are best to use when a list is short, mostly static, does not require localization, and common across inherited classes.

True

Falseaa

Field values enable you to _________________.

Responses

- define the values used in a circumstance template
  define the values used in a circumstance template
- test the validity of an input value
  test the validity of an input value
- customize a list of allowed values for a property based on the context of the property
  customize a list of allowed values for a property based on the context of the property
- set default values for a property

How do you customize the allowed values for a property based on the context of the property using field values?

Responses

-

  Create a ruleset for each context, then create a field value record for each value and add the field value record to the appropriate ruleset.
  Create a ruleset for each context, then create a field value record for each value and add the field value record to the appropriate ruleset. - no response given
-

  Create a field value record for each value and set the context using the Apply to: field.
  Create a field value record for each value and set the context using the Apply to: field. - correct
-

  Create a base field value record, then create a circumstance of the base record for each allowed value.
  Create a base field value record, then create a circumstance of the base record for each allowed value. - no response given
-

  Create a field value record and a unique property record for each allowed value in each context.

All standard roles can read, write, and delete Configuration settings.

True

Falseaaa

In which two scenarios might you use Configuration settings to simplify deployment? (Choose Two)

response - correct
Responses

- 1

  Changing the cost of a specific item in a list of products

  Changing the cost of a specific item in a list of products - no response given
- 2

  Determine which process in a flow is followed based on a changing value

Determine which process in a flow is followed based on a changing value - correct

- 3

Grouping related business functions from more than one application

Grouping related business functions from more than one application - no response given

- 4

Setting the name of a work queue used in a flow

Which one of the following security scenarios do Configuration settings support?

Responses

- A manager can read and write Configuration settings where a user can only read Configuration settings.
  A manager can read and write Configuration settings where a user can only read Configuration settings. - correct
- A client can view their personally-identifying information.
  A client can view their personally-identifying information. - no response given
- A user who is assigned Top Secret clearance can write and delete Configuration settings, while a user who is assigned Secret clearance can only read Configuration settings.
  A user who is assigned Top Secret clearance can write and delete Configuration settings, while a user who is assigned Secret clearance can only read Configuration settings. - no response given
- A user can enter an address in the shipping address field only if the user first selects a shipping type from a radio button list.

Which two items are required for a Configuration setting? (Choose Two)

response - correct
Responses

- 1

All users must receive access to Configuration sets

All users must receive access to Configuration sets - no response given

- 2☑

There must be an existing Configuration set

There must be an existing Configuration set - correct

- 3☐

You must know the name of each user who needs access

You must know the name of each user who needs access - no response given

- 4☑

You must select the Include **Association Data** check box in the relevant Pega-Configuration class structure rule

The initial urgency on the case type is set to 10. An assignment service-level agreement is configured with the following details:

- Goal: 12 hours and increase urgency by 20

- Deadline: 24 hours, increase urgency by 30, and then send an email notification to the assignee

- Passed deadline: 6 hours, increase urgency by 40, send an email notification to the assignee and manager, and limit events to 3

Which three statements are true 37 hours after the case reaches the assignment? (Choose Three)

- The assignee has received two email notifications.
- The manager has received one email notification.
- The assignment urgency is 100.

Correct answer.

The assignment urgency begins at 10. The urgency increases to 30 after 12 hours. The urgency increases to 60 after 24 hours. The urgency increases to 100 after 30 hours. The maximum urgency value is 100. Another passed deadline interval elapses after 36 hours, but the urgency does not increase.

- The manager has received two email notifications.

Correct answer.

When the passed deadline interval elapses after 30 hours, the manager receives an email notification. When another passed deadline interval elapses after 36 hours, the manager receives a second email notification.

- The assignment urgency is 140.
- The assignee has received three email notifications.

Correct answer.

When the deadline interval elapses after 24 hours, the assignee receives an email notification. When the passed deadline interval elapses after 30 hours, the assignee receives a second email notification. When another passed deadline interval elapses after 36 hours, the assignee receives a third email notification.

How does the passed deadline interval differ from the goal and deadline intervals?

Responses

- Passed deadline intervals do not have urgency values.
  Passed deadline intervals do not have urgency values. - no response given
- Goal and deadline intervals do not repeat.
  Goal and deadline intervals do not repeat. - correct
- Passed deadline intervals do not have escalation actions.
  Passed deadline intervals do not have escalation actions. - no response given
- Goal, deadline, and passed deadline intervals are configured in Dev Studio only.

A customer service representative (CSR) must respond to emails within 24 hours. Otherwise, the assignment is considered late, and the urgency increases by 20. For every additional 6 hours that the CSR does not respond, the CSR's manager is notified, and the urgency increases by 20. If the case reaches the assignment at 4 P.M. Tuesday and the assignment starts with an urgency of 10, what is the assignment urgency at 1 P.M. Thursday?

Responses

- 100
  100 - no response given
- 80
  80 - no response given
- 90
  90 - correct

- ◌

  50

An assignment is configured with the service-level agreement described in the following list. Passed deadline intervals can repeat.

• **Initial urgency**: 5

• **Goal**: 12 hours and increase urgency by 10

• **Deadline**: 24 hours and increase urgency by 15

• **Passed deadline**: 4 hours, increase urgency by 20, and limit events to 5

What is the assignment urgency 36 hours after the case reaches the assignment?

Responses

- ◌

  50
  50 - no response given
- ◌

  85
  85 - no response given
- ◌

  70
  70 - no response given
- ◉

  90

Which two requirements are satisfied by using a decision table? (Choose Two)

- Orders over USD50 ship free by using a standard ground service, whereas orders over USD500 ship by using an expedited shipping service.

  Correct answer.
  Correct. A decision table is used to determine if the spending threshold is met to qualify for the different levels of shipping options.

- An online marketplace needs to determine if a user meets Bronze, Silver, or Gold status by evaluating their total purchase amount and their number of sold items over the last year.

  C o r r e c t   a n s w e r .

  Correct. A decision table is used to set the value of a property (in this example, user status) based on conditional logic. If a user reached the Bronze, Silver, or Gold spending and sale thresholds, their customer status field returns the appropriate status.
- If a customer's order includes an item type of radio, an item type of antenna is suggested in the Additional Purchases view. Other item types do not receive additional views.
- An agent is shown additional shipping fields for Gold status customers.

You configure a decision tree to determine what type of checking account is appropriate for an applicant. If the applicant is a student, Pega Platform recommends they choose the Student checking account. If the applicant is a senior, Pega Platform recommends they choose the 60+ checking account. Otherwise, Pega Platform recommends they choose the Standard checking account. How do you configure the decision tree?
Drag the words into the correct boxes

If

Is student?

=

Yes

then return Student checking account

If

Is senior?

= Yes then return

60+ checking account

Otherwise return

Standard checking...

Use a decision tree rather than a decision table to automate a decision that evaluates different properties based on top-level conditions.

Trueee

False

The conflict test helps identify missing conditions or branches in a decision rule.

True

Falseeee

The completeness test helps identify unreachable branches or conditions in a decision rule.

True

Falseeeee

A job recruiter is screening candidates to assess their qualifications. The recruiter determines whether the candidate matches the targeted position, matches a different position in the company, or does not match any position. A decision table, based on the recruiter's feedback, automatically advances the case through the appropriate connector - **Selected Position**, **Targeted Position**, or **Reject**.

Which two configurations, when used together in the decision table, meet this requirement? (Choose Two)

response - correct
Responses

- 1 ☑

  Create separate rows for Matches Position, Matches Another Position, and Does Not Match Any Position.

  Create separate rows for Matches Position, Matches Another Position, and Does Not Match Any Position. - correct
- 2 ☐

  Create separate columns for Selected Position, Targeted Position, and Reject.

  Create separate columns for Selected Position, Targeted Position, and Reject. - no response given
- 3 ☑

  Create one column for Feedback, with three rows for the three possible decisions.

  Create one column for Feedback, with three rows for the three possible decisions. - correct

- 4

  Create a single column for Position.

You have designed a decision tree that you want to test. You want to verify that the system can evaluate every row regardless of the input values. How do you test your decision tree logic?

Responses

- Check the decision tree for completeness.
  Check the decision tree for completeness. - no response given
- Add the decision tree to a decision shape and create cases that use various test values.
  Add the decision tree to a decision shape and create cases that use various test values. - no response given
- Check the decision tree for conflicts.
  Check the decision tree for conflicts. - correct
- Run the case and use the Tracer tool.

Conditions	Account type	Are senior	Are under 19 years or student	Large average daily balance	Frequent trader	Return action
if	"Checking"	true				Senior Checking
else if	"Checking"		true			Student Checking
else if	"Checking"	false	false	true		Checking Plus
else if	"Savings"	true				Senior Savings
else if	"Savings"		true			Student Savings
else if	"Savings"	false	false	true		Savings Plus
else if	"Investing"				true	Investing Plus
else if	"Investing"				false	Investing
otherwise						Checking & Savings bundle

The UPlus banking application uses a decision table to recommend an account based on customer responses to the Account Selection form. What account type would the application recommend for a 19-year-old high school graduate who plans to accrue savings and have a large daily balance?

Responses

- Checking Plus
  Checking Plus - no response given
- Student Savings
  Student Savings - no response given
- Checking & Savings bundle
  Checking & Savings bundle - no response given
- Savings Plus

Candidate hiring decisions are based on the feedback from the interviewer and assessment test scores. If necessary, other skill test scores are used in the evaluation.

• Candidates with an assessment score of 40 or less are automatically rejected.

• Candidates with an assessment score of 60 or less are rejected if either their technical skill score or their interpersonal skill score is below 40.

• Candidates with assessment scores higher than 60 are automatically approved.

You use a decision tree to make the evaluations. Which two branch configurations when used together in the decision tree, meet the requirements? (Choose Two)

response - correct

Responses

- 1
  A top-level branch that evaluates both technical and interpersonal skill scores.
  A top-level branch that evaluates both technical and interpersonal skill scores. - no response given
- 2
  An otherwise branch that tests for assessment scores less than 40.

An otherwise branch that tests for assessment scores less than 40. - no response given

- 3☑

A top-level branch that tests for assessment scores less than 40.

A top-level branch that tests for assessment scores less than 40. - correct

- 4☑

Two nested branches — one to evaluate technical skill scores and another to evaluate interpersonal skill scores.

Drag each configuration option to the description that would best automate the decision.

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Each week a customer receives a notification if they have unused discounts near the expiration date.

When condition

Two weeks after the application is submitted, a hiring manager is notified if a candidate has not received the minimum number of interviews.

When condition

Before submitting a purchase order, a customer receives a recommended shipping type based on product availability and the fulfillment warehouse location.

Decision table

When booking a flight or hotel, a customer receives a notification about an available vacation package based on the type of booking and the location.

Decision table

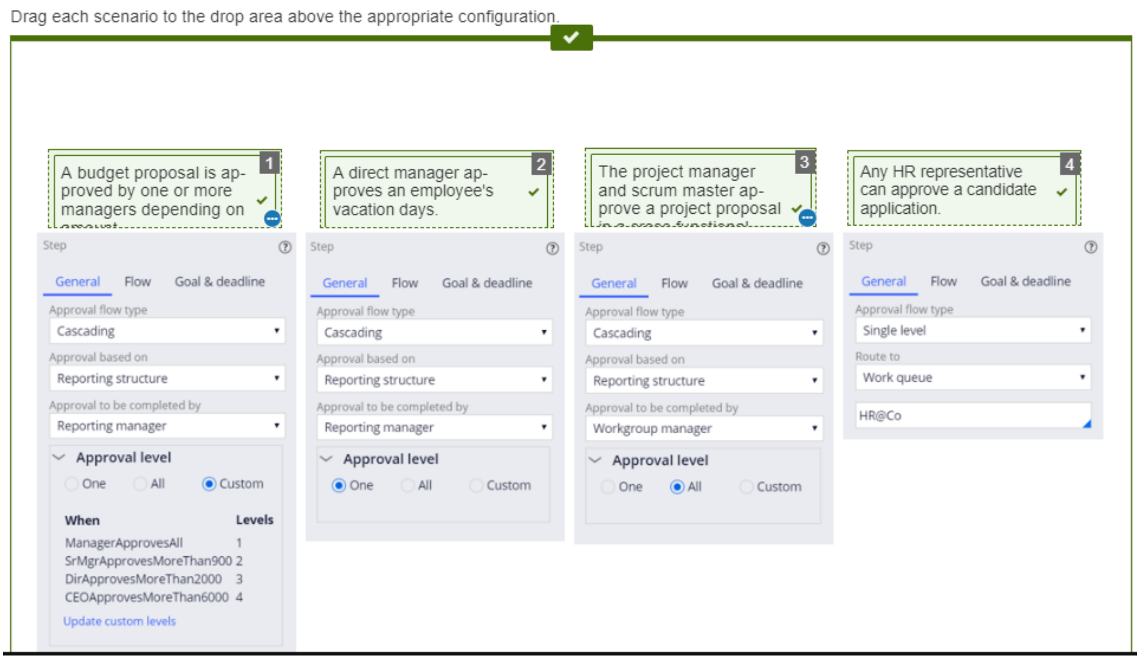
When condition

Decision table

You configure a cascading approval step for insurance claims. The request requires approval from the user's manager. However, approval from users in other parts of the organization and even other organizations can also be required. Which approval model should you use?

- Work queue
- Reporting structure
- Approval level
- Authority matrix

Correct answer.
Correct: You use the authority matrix model when the approvals are not solely based on a reporting structure. In addition, authority matrix rules can direct the approval chain to individuals outside the organization.



Your application requires a cascading approval for expense reports. Approvals must follow the submitter's reporting structure, with the following thresholds.

- The manager must approve expense reports of USD500 or less.
- A director must approve expense reports of USD1500 or less.
- A vice president must approve expense reports of USD1500 or higher.

How do you configure the approval process?

Responses

- Select the authority matrix configuration option.
  Select the authority matrix configuration option. - no response given
- Select the reporting structure configuration with custom levels, then configure a decision table to determine the number of levels.
  Select the reporting structure configuration with custom levels, then configure a decision table to determine the number of levels. - no response given
-

Select the reporting structure configuration with custom levels, then configure when rules to determine the number of levels.
Select the reporting structure configuration with custom levels, then configure when rules to determine the number of levels. - correct

- Select the reporting structure configuration, then select All levels.

You add a cascading approval step that uses an authority matrix, and you specify a decision table to determine the approvers for each case. You confirm that the conditions in the decision table are configured correctly. You test the configuration by entering requests that require multiple approvers. However, the application routes all requests to only one approver.

Which of the following actions should you take to correct this issue?

Responses

- Add a row to the decision table that evaluates the submitter's work group manager.
  Add a row to the decision table that evaluates the submitter's work group manager. - no response given
- Specify a page list for the authority matrix.
  Specify a page list for the authority matrix. - no response given
- Set the decision table to evaluate all rows.
  Set the decision table to evaluate all rows. - correct
- Add an approval level for each approver.

From the right, drag the routing option to the blank rectangle next to the appropriate scenario.

response - correct
Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Route job requisition approval to a reporting manager, the senior manager, and then director

Use all approvers in the reporting structure

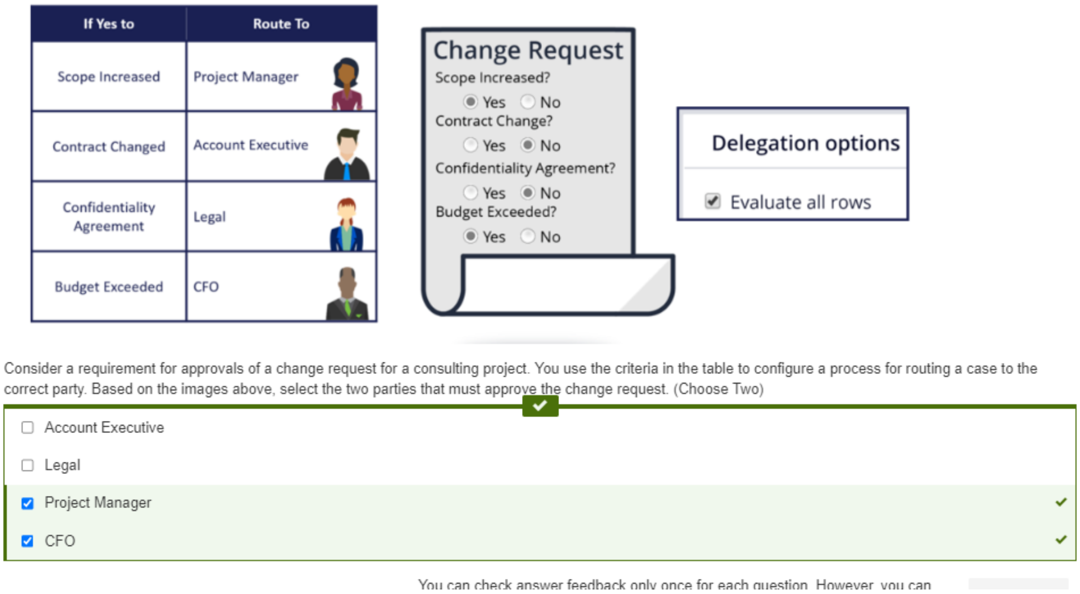
Route support requests for customers whose preferred language is Spanish to customer service representatives who speak Spanish

Do not use reporting structure

Route an employee evaluation to the direct manager

Use one approver in the reporting structure

Route an expense report to the department manager when expenses exceed USD1000



In which use case do you configure an authority matrix with a decision table?

Responses

- A manager's request for an employee salary increase is routed to department VP for approval if the pay rate increase is greater than 5%.
  A manager's request for an employee salary increase is routed to department VP for approval if the pay rate increase is greater than 5%. - no response given
- Several editors on the same content development team must approve dashboard content changes before the changes are published to the webpage.
  Several editors on the same content development team must approve dashboard content changes before the changes are published to the webpage. - no response given
- The new hires' 90-day performance review must be approved by the work group manager, in addition to the new hire's supervisor, before it can be finalized.
  The new hires' 90-day performance review must be approved by the work group manager, in addition to the new hire's supervisor, before it can be finalized. - no response given
-

Depending on the insurance customer type (business/personal), a policy type of "Umbrella" for over USD1,000,000, is approved by the business lines or personal lines department underwriter.

- A user has access to the work queue for their work group.
- When assigned to multiple work groups, a user can access the work queue for each of their work groups.

- A work group gives users access to a work queue shared among users from different business units.

Which requirement do you satisfy by creating a work group?

Responses

- Case reviews that are not completed within 24 hours are escalated to the manager of the assigned worker.
  Case reviews that are not completed within 24 hours are escalated to the manager of the assigned worker. - no response given
- Insurance claims are processed by a cross-functional team of appraisers, adjustors, and service representatives.
  Insurance claims are processed by a cross-functional team of appraisers, adjustors, and service representatives. - correct
- Approvals are directed to the appropriate regional vice president.
  Approvals are directed to the appropriate regional vice president. - no response given
- Transaction disputes are directed to a different queue for customer service representatives than address changes.

Which requirement can you satisfy by creating a new work queue?

Responses

- Inquiries from customers with a higher status tier are triaged before inquiries from customers with a lower status tier.
  Inquiries from customers with a higher status tier are triaged before inquiries from customers with a lower status tier. - no response given
- Requests for information from prospective customers are directed to the sales representative assigned to the appropriate territory.

Requests for information from prospective customers are directed to the sales representative assigned to the appropriate territory. - no response given

- Auditors can access a secondary view with additional information, but other users cannot access the secondary view.

Auditors can access a secondary view with additional information, but other users cannot access the secondary view. - no response given

- Policy renewals can be processed by any customer service representative (CSR), while coverage changes are assigned to members of a specialized team of underwriters and CSRs.

Drag the words into the correct boxes

A form displays credit card information (current balance, credit limit, statement dates) and a list of transactions. You modify the

layout template

so that the credit card information displays in two columns (30 | 70) on a laptop or tablet screen. You utilize

responsive behavior

to provide a positive user experience with minimal horizontal scrolling on a laptop and maximum data presentation on mobile devices. The credit card information automatically displays in two columns on the width of a laptop or tablet screen but as a single column on width of a mobile phone screen because of the default

responsive breakp...

.

Drag one responsive table configuration element on the right to the drop area next to the appropriate description on the left.
In App Studio, you move the credit card number column to the leftmost place.
In Dev Studio, the Description column is set to Other and is not displayed when the user views the table on a tablet.
The table is displayed as a list. For each row in the table, the contents of each column are stacked vertically.
Dropzone 1 of 3.
Dropzone 2 of 3.
Dropzone 3 of 3.

Drag one responsive table configuration element on the right to the drop area next to the appropriate description on the left.

In App Studio, you move the credit card number column to the leftmost place.	Primary importance
The table is displayed as a list. For each row in the table, the contents of each column are stacked vertically.	Responsive breakpoints
In Dev Studio, the Description column is set to Other and is not displayed when the user views the table on a tablet.	Column importance

Drag the design consideration to the appropriate approach drop area.

Design consideration

Approach

Dropzone 1 of 3.

Use responsive design

Dropzone 2 of 3.

Use auto-generated controls

Dropzone 3 of 3.

Create a simple UI

Drag the design consideration to the appropriate approach drop area.

Design consideration	Approach
	Use responsive design: Avoid horizontal scroll bars when viewing on a mobile phone.
	Use auto-generated controls: Configure a date control for native rendering on a mobile device.
	Create a simple UI: Present a button to scan a QR Code to mobile users only.

What are two benefits of responsive UI? (Choose Two)

response - correct
Responses

- 1☐
  Displays columns configured as "Other" on mobile devices
  Displays columns configured as "Other" on mobile devices - no response given
- 2☐
  Makes the application preview function available
  Makes the application preview function available - no response given
- 3☑
  Maximizes data presentation for the available space
  Maximizes data presentation for the available space - correct
- 4☑
  Minimizes horizontal scrolling

Select two best practices to follow when designing mobile applications. (Choose Two)

response - correct
Responses

- 1☑
  Use controls that support tapping.
  Use controls that support tapping. - correct
- 2☐
  Configure horizontal scrolling for smaller devices.
  Configure horizontal scrolling for smaller devices. - no response given
- 3☑
  Incorporate native device features.
  Incorporate native device features. - correct
- 4☐
  Enable server-side decisions and validations.

Which of the following statements is true about device preview?

Responses

- The device preview is available only for completed applications.
The device preview is available only for completed applications. - no response given
- The only preview options available are default options.
The only preview options available are default options. - no response given
- Device preview is a Pega Platform™ add-on.
Device preview is a Pega Platform™ add-on. - no response given
- You still must test applications on actual devices.

What is the default responsive behavior for tables?

Responses

- The right-most column is automatically designated as the default column.
The right-most column is automatically designated as the default column. - no response given
- The widest column in a table is displayed on mobile phones.
The widest column in a table is displayed on mobile phones. - no response given
- Tables with more than four columns are not displayed on smaller devices.
Tables with more than four columns are not displayed on smaller devices. - no response given
- The left-most column is automatically designated the primary column.

What is the purpose of repeating layouts?

- Repeating layouts organize non-tabular information and shift content as device size changes.
- Repeating layouts organize information in repeating structures such as lists and tables.

Correct answer.
Correct: Repeating layouts provide organization for the elements in a repeating structure.

- Repeating layouts are specialized to organize information in a linear format.

- Repeating layouts facilitate the reuse of content defined elsewhere in the case.

Describe the purpose of dynamic layouts.

- Dynamic layouts arrange items in a flexible form that automatically adjusts to screen size.

C o r r e c t a n s w e r .

Correct: The automatic adjustment to screen size supports responsive behavior.

- Dynamic layouts maintain a fixed screen size.
- Dynamic layouts facilitate the process of rendering the user interface in the HTML5 document type.
- Dynamic layouts contain views.

What is one advantage of design templates?

- Design templates allow you to have complete control of the layout by facilitating manual configuration.
- Design templates can be used to quickly create properties.
- Design templates allow you to easily update the structure of a form.

C o r r e c t a n s w e r .

Correct: You can easily switch between design templates to update the organization of elements on a form.

- Design templates can be configured to update case status.

When completing a purchase online, customers must specify their shipping preference: standard, expedited, or next-day delivery. How do you configure the shipping preference field to ensure a valid option is selected?

- Configure the shipping preference field as a checkbox.
- Configure the shipping preference field as a radio button control.

C o r r e c t a n s w e r .

Correct. The radio button control restricts choices to a set of valid values. In this case, options are restricted to standard, expedited, or next-day delivery.

- Configure the shipping preference field to be required.
- Configure the shipping preference field as a text input control with a character limit.

Drag the layout type to the appropriate business use case.

response - correct
Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

A course enrollment case type presents students with a table of courses. Each course is selectable and identified by ID, name, description, and credits.

Repeating layout

A vehicle rental case type presents customers with available vehicles. Vehicles are identified by make, model, price, description, and image.

Repeating layout

A car insurance enrollment case type displays one column with policy information and a second with vehicle information. The information collapses into one column when it exceeds the width of the display area.

Dynamic layout

A banking case type presents a screen with terms of use that users must scroll through before clicking the Accept button at the bottom of the screen. The terms of use content wraps to accommodate smaller screen sizes.

Dynamic layout

Repeating layout

Dynamic layout

Drag the terms to the correct placement within the sentence.

response - correct
Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.
Customers can track online orders by entering the order tracking number and

clicking a button that is labeled Track it.

In this example, **tracking number** is a field and the **Track it button** is

a control .

Choose the correct statement about modifying the layout of a view in App Studio.

Responses

- ◌

  From the case life cycle, you can configure a view and modify the layout.
  From the case life cycle, you can configure a view and modify the layout. - no response given
- ◌

  From the Views tab of a case type, you can modify the layout of an existing view.
  From the Views tab of a case type, you can modify the layout of an existing view. - no response given
- ◉

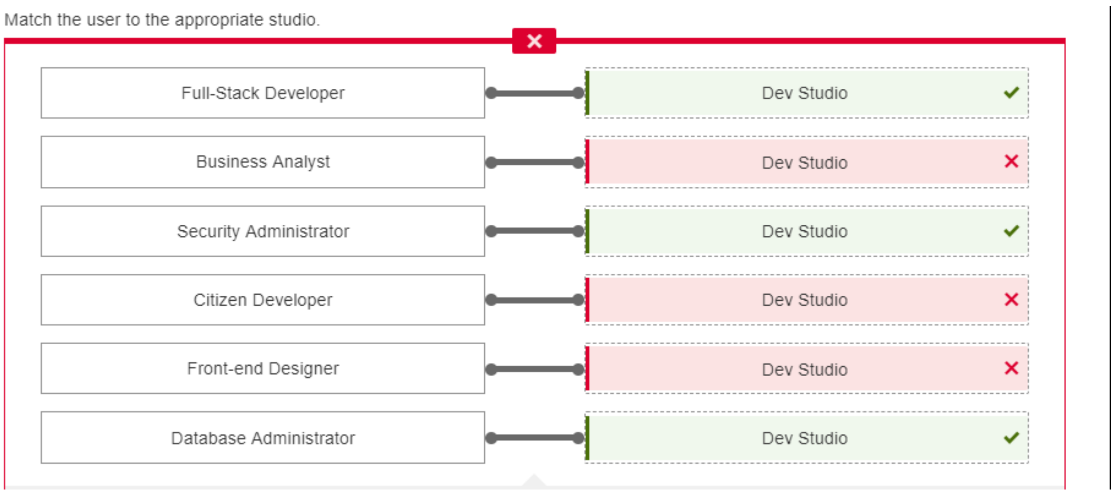
  At run time, you can change the template to modify the layout.
  At run time, you can change the template to modify the layout. - correct
- ◌

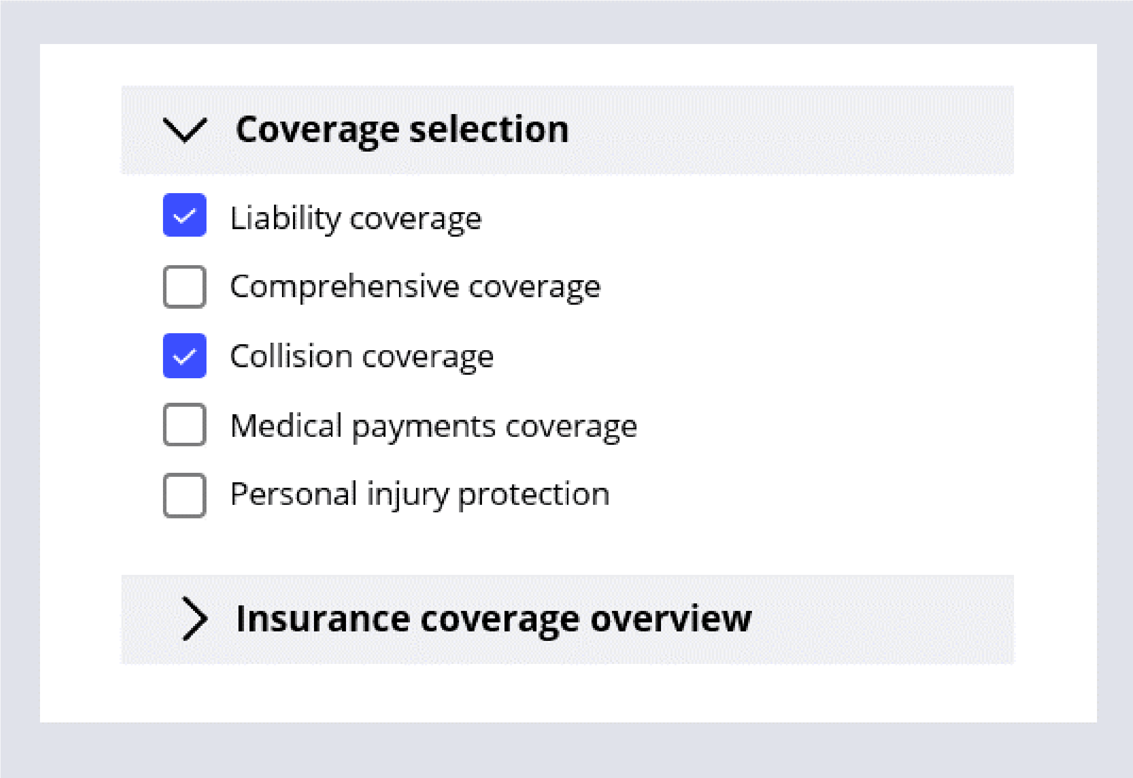
  From App Studio, you cannot modify the view layout. You can make this change in Dev Studio only.

What is a benefit of using a layout group?

- Layout groups help optimize how content is presented to end users by reducing the amount of information that is displayed.
- Layout groups help display many panels of information.
- Layout groups help optimize how content is presented to end users and reduce the need to scroll.

  Correct answer.
  Correct. A layout group can help optimize the content displayed without sacrificing the amount of information presented to end users. Content optimization reduces or eliminates the need to scroll.
- Layout groups help optimize the content presentation in a tabular format.





You want to configure a view that features two panels of information: Coverage selection and Selected coverage overview. The view mock-up is included above. The content of both panels automatically wraps based on screen size.

How do you achieve this configuration?

Responses

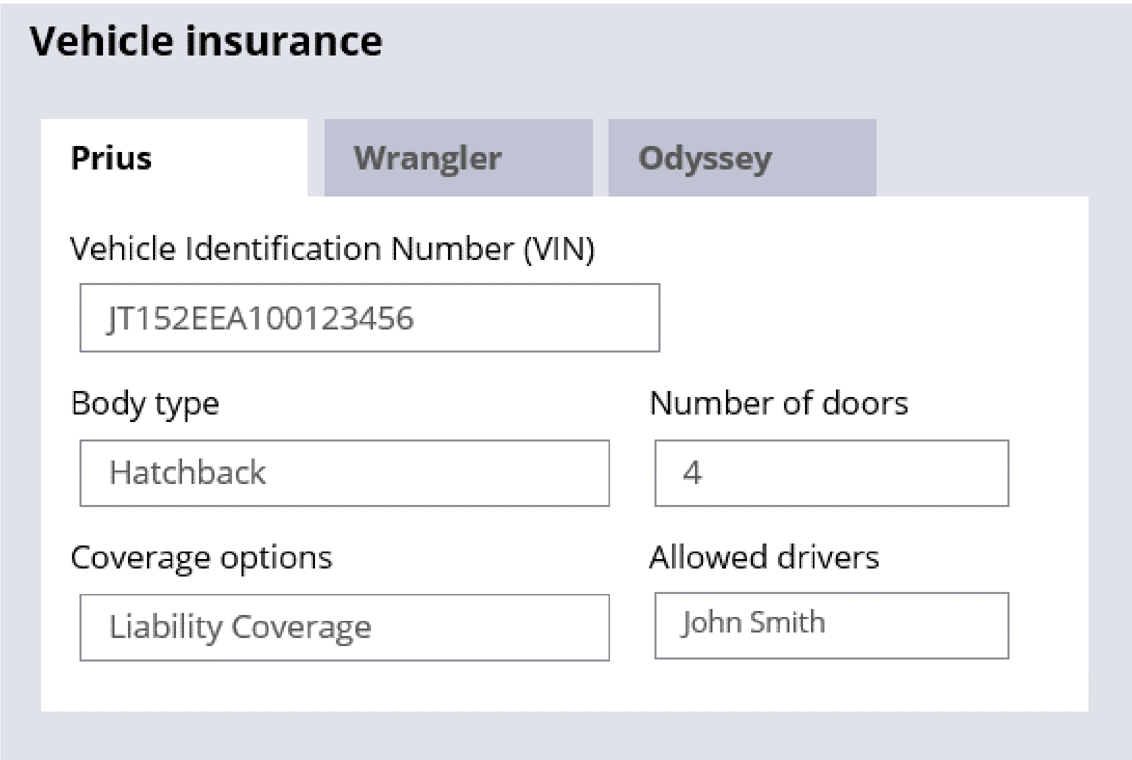
- You configure layout groups within a stacked layout group.
  You configure layout groups within a stacked layout group. - no response given
- You configure dynamic layouts within an accordion layout group.
  You configure dynamic layouts within an accordion layout group. - correct
- You configure repeating layouts within a menu layout group.
  You configure repeating layouts within a menu layout group. - no response given
- You configure repeating layouts within a tab layout group.

Drag the word from the bottom to the appropriate place in the sentence.

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Layout groups help developers design a user interface that is optimized based on the amount of information you want to present. Layout groups organize and group fields into panels.



A vehicle insurance case type, which is displayed in the image above, allows customers to identify one or more vehicles covered by an insurance policy.

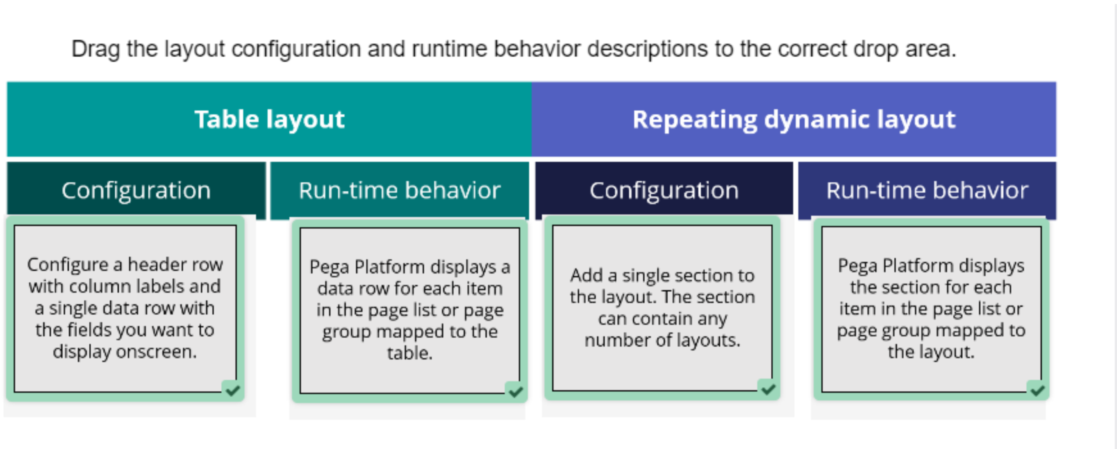
What layout group format is used in the vehicle insurance case type?

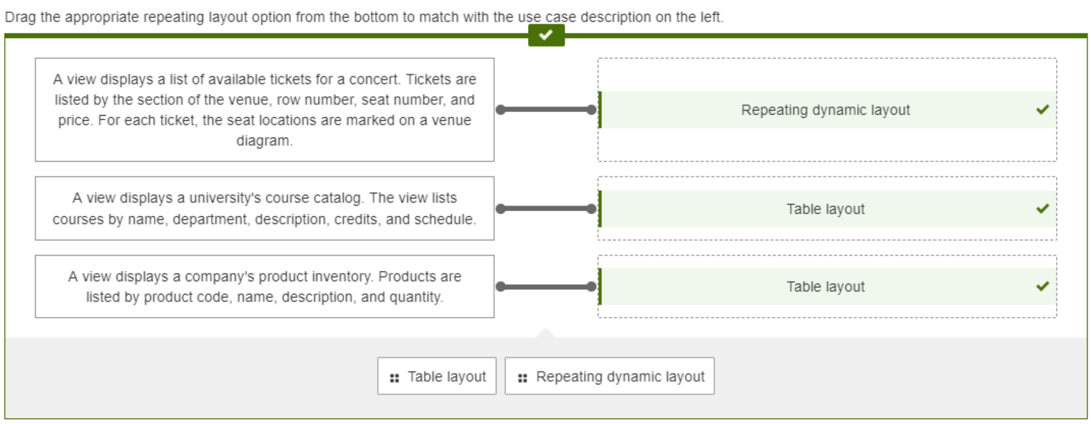
Responses

- Menu format
  Menu format - no response given
- Stacked format
  Stacked format - no response given
-

Tab format
Tab format - correct

- Accordion format





Drag the appropriate repeating layout option from the bottom to match with the use case description on the left.

response - correct
Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

A view displays a list of available tickets for a concert. Tickets are listed by the section of the venue, row number, seat number, and price. For each ticket, the seat locations are marked on a venue diagram.

Repeating dynamic layout

A view displays a university's course catalog. The view lists courses by name, department, description, credits, and schedule.

Table layout

A view displays a company's product inventory. Products are listed by product code, name, description, and quantity.

Table layout

Table layout

Repeating dynamic layout

You want to configure a view where customers browse for and purchase books. The title, image of the cover, price, rating, and other details for each book are displayed on the view.

How do you achieve this configuration?

Responses

- Use a repeating dynamic layout.
  Use a repeating dynamic layout. - correct
- Use a tab layout group format.
  Use a tab layout group format. - no response given
- Use a table layout.
  Use a table layout. - no response given
- Use a dynamic layout.

How can your application be localized if a language pack is not available for that region?

- Edit all the required fields present in a locked ruleset with the translated value and import your custom translation pack.
- Export all the required fields using the Localization wizard and import your translation pack.
- Export all the required fields using the Localization wizard, have them translated, and import your custom translation pack.
  Correct answer.
  Correct. The Localization wizard helps you to create an archive package of the files to be translated. After the files are translated, import your translation pack.
- Edit all the required fields present in an unlocked ruleset with the translated value and import your custom translation pack.

Text strings longer than 64 characters are defined as field value rules in a ruleset used for each language-specific localization.

True

Falseeee

Which of the following two statements are true about the Localization wizard? (Choose Two)

Responses

1You can use the Localization wizard to change the locale, the base currency, and the time zone. - only 2 answers are allowed

2The Localization wizard verifies if the localization flag is enabled on user interface rules. - only 2 answers are allowed

3Correspondence and paragraph rules are exported as HTML files to be translated. - correct

4You can use the Localization wizard to export the strings to be translated which contain certain rules such as field value or message rules. – correct

Which rule is used to store the labels, messages, and other text strings that require translation?

Responses

pyCaption

pyCaption - no response given

Text file

Text file - no response given

Field value

Field value - correct

Localized label

Drag the words into the correct boxes

A **Landmark** ✓ identifies a header that contains the application logo and standard content shared across multiple forms.

The **Document structure** ✓ identify rows in a table that presents a listing of previous cases submitted by a customer.

A **Component/widget** ✓ identifies a link for an assistive device, such as a screen reader.

Identify the two issues that the Accessibility Inspector identifies when enabled. (Choose Two)

- Highlighted text displays indistinctly from the background for a user with color vision deficiency.
- A screen reader has not been configured properly to interact with a form.
- A web page lacks a link to quickly navigate to the content area of the work form.

  Correct answer.

  Correct. The Accessibility Inspector highlights issues with the structure of a web page that impact page navigation while using an assistive device.
- A label is not configured for an icon.

  Correct answer.

  Correct. Labels are used by assistive devices to identify a control for users with limited or no vision.

A developer decides that buttons in a Pega Platform™ application are blue and the button text is purple. What Pega Platform feature allows the developer to check whether application users with a form of color blindness can easily differentiate between the button text and button background?

Responses

The Device Preview

The Device Preview - no response given

Live UI

Live UI - no response given

The Tracer

The Tracer - no response given

The Accessibility Inspector – correct

Drag each **accessibility feature** to the appropriate **description**.

response - correct
Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.
A user navigates a list by using the keyboard instead of a mouse. Enter event

An assistive device guides a user to a search field. Landmark role

A screen reader describes a field to the user. Helper text

What is the purpose of accessibility roles?

Responses

Enable application use on all software platforms

Enable application use on all software platforms - no response given

Prevent access by unauthorized personnel

Prevent access by unauthorized personnel - no response given

Provide enhanced interface support for users requiring assistance

Provide enhanced interface support for users requiring assistance - correct

Provide parental controls that enable parents to control access to the application by their children

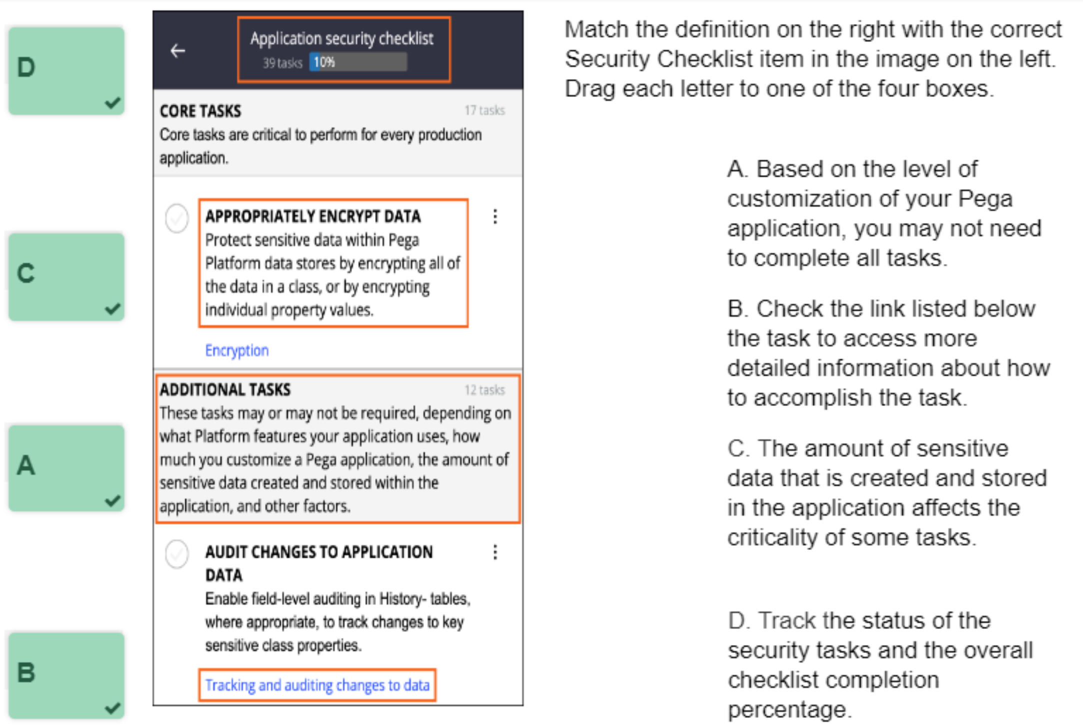
- Authentication ensures that only users and systems whose identities have been verified can access your application.

- Authorization, also called access control, ensures that after logging in, a user has access to only the allowed platform features, interfaces, or data.
- Auditing, also called accountability, is a systematic evaluation of the security of company information systems. Security is measured by how well it conforms to a set of established criteria.

Both Pega and the client are responsible for secure deployment of an application.

Trueee

False



Which two statements are true about security? (Choose Two)

- To ensure security is set up correctly, it is a best practice to add security requirements to the definition of done (DoD) for each feature.

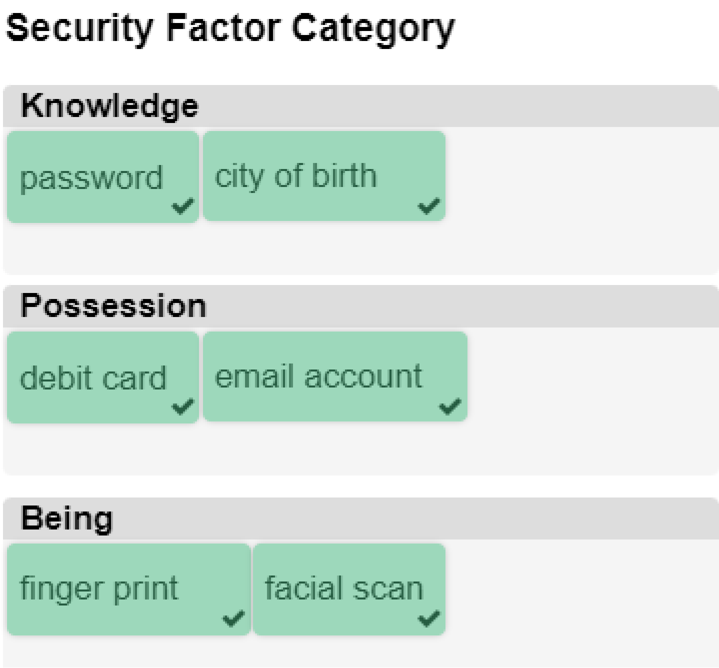
Correct answer.

Adding security requirements to the DoD for each feature ensures both the application and features are accessible to only authorized users.

- Security is configured and tested only toward the end of the product development cycle.
- When setting up security, you need to know which personas *are* authorized and which personas *are not* authorized to use each feature.

C o r r e c t a n s w e r .
As you set up personas for each case type, also keep in mind which personas should not have access to each feature.

- If stakeholders decide to use application-level security, you do not need to consider implementing feature-level security.



Which two statements describe the Security Checklist feature of Pega Platform? (Choose Two)

response - correct

Responses

1

Identifies critical security tasks based on how you deploy your application.

Identifies critical security tasks based on how you deploy your application. - correct

2

Tracks the status of security tasks and overall completion.

Tracks the status of security tasks and overall completion. - correct

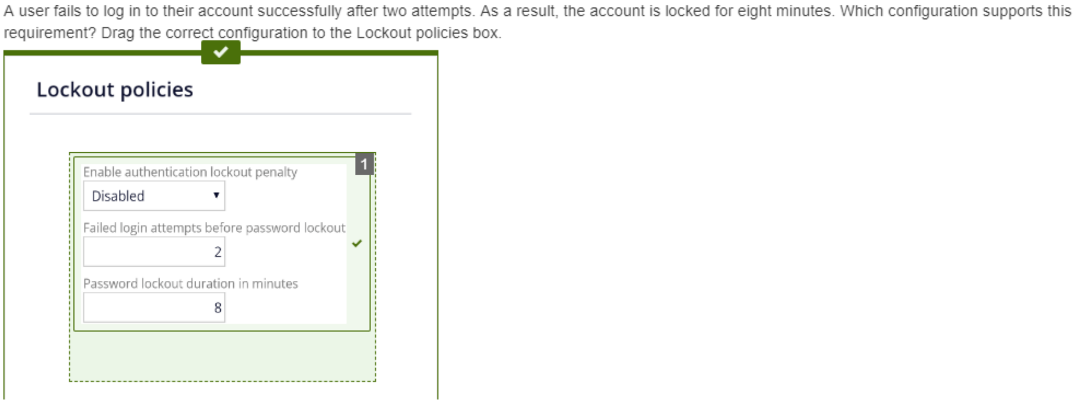
3

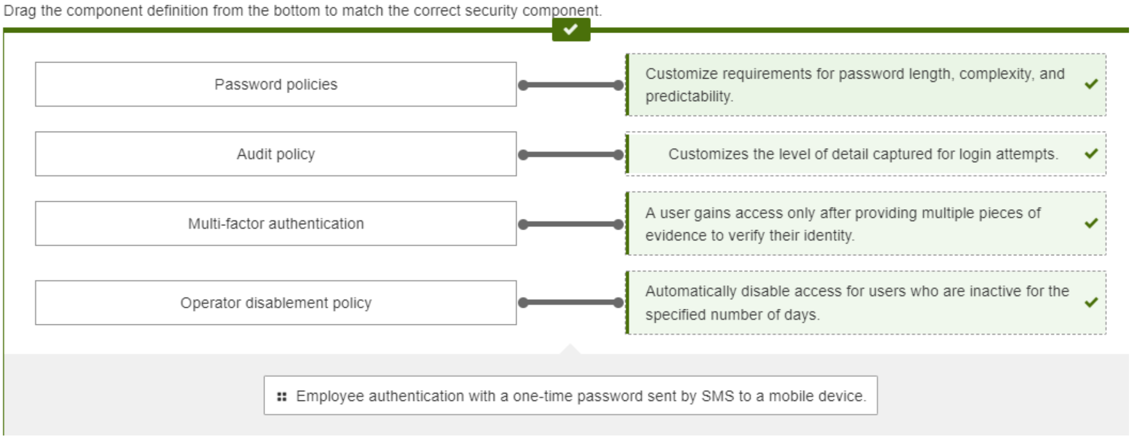
Describes your guardrail compliance score.

Describes your guardrail compliance score. - no response given

4

Lists security tasks that are all required for every application.





An access group includes three access roles.

1. Role A grants users the ability to run reports.

2. Role D does not grant users the ability to run reports.

3. Role O grants users the ability to view reports.

Based on permissions allocated to the three roles in this access group, which users can run reports?

- All users in the access group except for those in role D can run reports.
- All users in the access group can run reports.

Correct.

When an access group lists more than one role, Pega Platform applies the most permissive setting across all the listed roles.

- All users in the access group except for those in roles D and O can run reports.
- All users in the access group except those in roles A and O can run reports.

Which two statements about access control are true? (Choose Two)

- Configure access control for a case type from the Persona access landing page or Access Manager.

Correct answer.

Correct. You configure access control for a case type from the Persona access landing page or Access Manager.

- Edit the Access group record to grant permission to edit case types, data objects, and configuration sets.
- Modify the Access of Role to Object and Access Deny records to set whether a persona can modify a data object.
- Use the Access Manager to set access control based on system type and production level to grant conditional access.

Correct answer.

Correct. In the Access Manager you can update the access control level with a production level value (0 - 5).

Drag the words into the correct boxes

response - correct

Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Authentication confirms the identity of a user and verifies that the user is allowed access to an application.

Authorization determines what data the user can view and what actions the user can perform.

Drag the words into the correct boxes

The record for the Operator ID allows for the authentication of a user. The Operator record references one or more Access group , which grant access to specific functionalities within an application. Each Access group identifies one or more Access role , which are associated with a set of permissions.

Access group | Operator record | Operator ID | Access role

In a human resources application, managers can create and edit employee onboarding cases. Administrators have the additional ability to delete onboarding cases. How do you give managers and administrators this ability?

- ○ In the Access Manager, configure conditional access for the Manager and Administrator roles based on the ability to delete onboarding cases.
- ○ In the relevant operator records, configure the necessary permissions.
- ○ In the relevant access groups, configure the necessary permissions.
- ◉ On the Persona access landing page, modify the permissions for the Manager role, and then in the Access Manager, modify the permissions for the Administrator role.

You can check answer feedback only once for each question. However, you can change your answer at any time. Once selected, click Finish to save your answer.

Feedback

Which of the following options best describes the benefit of unit testing rules?

- Unit testing validates information that must be provided before the rule can be saved.
- Unit testing validates a rule configuration to ensure that any dependent rules are available to the application.
- Unit testing identifies configuration issues that might impact application performance on a production system.
- ✔ Unit testing identifies configuration issues that can propagate to other rules with potentially serious consequences.

Correct. Unit testing allows a system architect to ensure that a rule behaves as expected.

1 / 1

The Unit testing landing page lists only the last test case defined for an application. The status of that test case is based on the last execution of the test case.

- ○ True
- ◉ False ✔

In which two contexts can you record a scenario test case? (Choose Two)

- ✔ Case type
  - Correct. You can record a scenario test case for a case type.
- User
- ✔ Portal
  - Correct. You can record a scenario test case for a portal.
- Assignment

Which two testing situations are addressed by scenario testing? (Choose Two)

- Another team adds a new form to collect information from users. The team lead wants to test if a data transform correctly populate values in the form.
- ✔ Another team adds new functionality to a case type. The team lead wants to test that the functionality does not impact the ability of users to fully complete a case.
  - Correct. Scenario testing addresses the full functionality of a case.
- ✔ Your team adds a new Manager portal to the application. The team lead wants to test the end-to-end functionality of the new portal.
  - Correct. Scenario testing addresses the end-to-end experience of a user portal.
- Your team adds a new web service integration. The team lead wants to fully test its functionality.

Drag the words into the correct boxes

✔

The record for the [Operator ID ✔] allows for the authentication of a user. The [Operator record ✔] references one or more [Access groups ✔]. [Access groups ✔] grant access to specific functionalities within an application, and each identifies one or more [Access roles ✔]. [Access roles ✔] are associated with a set of permissions.

Operator record | Access groups | Access roles | Operator ID

Which two statements are true about test automation and test coverage data? (Choose Two)

- ✔ Unit tests take the least amount of time to run and usually represent the greatest number of tests in the test suite.

  Correct: Unit tests are indeed faster and more represented than scenario tests, which take more time to run and are the least-represented in the test suite.

- Scenario testing (UI-based) tests are the least expensive to run and easiest to maintain.
- Results from user-level test coverage reports are visible in the Application Quality Dashboard.
- ✔ Multiple users can contribute simultaneously to application-level test coverage reports.

  Correct: So long as users have the User4 role, they can perform tests that contribute to the coverage report.

Which two features does the Assertion Marker provide for test scenarios? (Choose Two)

1. [x] Add a wait time following an action on a UI element. ✔
2. [ ] Provide logic to skip the step when appropriate.
3. [x] Create a validation rule for a UI element. ✔
4. [ ] Add a time to wait before an action that is being executed on a UI element

Which two use cases are supported by the Test coverage tool? (Choose Two)

1. [x] Identify how many rules are not covered by tests in your application.
2. [x] List the number of covered rules that were updated in the last week.
3. [ ] Merge data from multiple user-level coverage reports.
4. [ ] Show which type of test is needed to cover a certain rule.

When unit testing a rule, you use a data transform during the test. What does the data transform do?

- ( ) Distinguish the test data from other pages in memory
- ( ) Copies test results to the clipboard
- (•) Provides initial values for properties used in rule evaluation
- ( ) Records the results of the unit test

You create a test case for a decision table and verify the results. A few weeks later, another developer runs the test case again and the test fails. Changes to which two of the following configurations can cause this result? (Choose Two)

1. ☐ The user who performs the unit test.
2. ☑ The returned values used in the decision table. ✔
3. ☐ The page containing the decision table input properties.
4. ☑ The input properties used in the decision table. ✔

You can check answer feedback only once for each question. However, you can

Which three items are best practices for unit tests? (Choose Three)

1. ☐ It is high-priority to create unit tests for rules that undergo frequent changes.
2. ☑ To maximize rule test coverage, include enough tests to cover all input and output combinations.
3. ☑ It is high-priority to create unit tests for rules that have predictable results.
4. ☑ Tests that contain rules with wide usage across the application are high-priority to configure.
5. ☐ Unit test development should occur after an application is released.

Which two of the following issues can you investigate by using the Tracer tool? (Choose Two)

✔ The user sees an unexpected result.

Correct. You can identify the origin of unexpected behavior by using Tracer tool.

The current value of a property in memory is displayed.

✔ The application log shows that an error occurred.

Correct. You can view the errors logged in the log file by using the Tracer tool.

The application performance is slow.

Which two statements regarding the Tracer tool are true? (Choose Two)

The Tracer displays all actions and events for a case on a single data row.

The Tracer tool is a third-party application that you have to install.

✔ The Tracer tool returns events that you can select from to view more details, such as the contents in memory as each event occurs.

Correct. Viewing the contents in memory at the time an event occurs enhances your ability to identify issues.

✔ You can access the Tracer tool in App Studio and Dev Studio.

Correct. You access the Tracer from the Runtime toolbar in App Studio or the Developer toolbar in Dev Studio.

What happens when an application execution encounters a Breakpoint defined in Tracer?

✔ Application execution halts.

Correct: Breakpoint halts the execution, so that the application state can be examined

A log gets entered for Breakpoint values and execution continues.

No effect if Tracer is on.

Tracer halts but application execution continues.

You want to limit the amount of information displayed in the Tracer tool to the specific time an error occurs. Which two of the following methods allow you to limit the amount of information displayed? (Choose Two)

1. ☐ Clear the Tracer tool after the error occurs.
2. ☑ Pause the Tracer tool until just before the moment the error occurs. ✔
3. ☐ Set a breakpoint at the beginning of your application.
4. ☑ Start the Tracer tool just before the moment the error occurs. ✔

You can check answer feedback only once for each question. However, you can

A user enters and submits a form response. The Pega Platform™ application returns an error. Using the Tracer tool, what can you do to determine the cause of the error in your application?

- ○ Search for the alert that is reporting the error.
- ○ Search for the property value causing the error on the *pyWorkPage*.
- ◉ Search for the first FAIL status and see which step is causing the error. ✔
- ○ Search for the form that is causing the error.

You can check answer feedback only once for each question. However, you can

Running the Tracer does not impact application performance significantly if the application is already loaded in memory.

- ◉ False
- ○ True

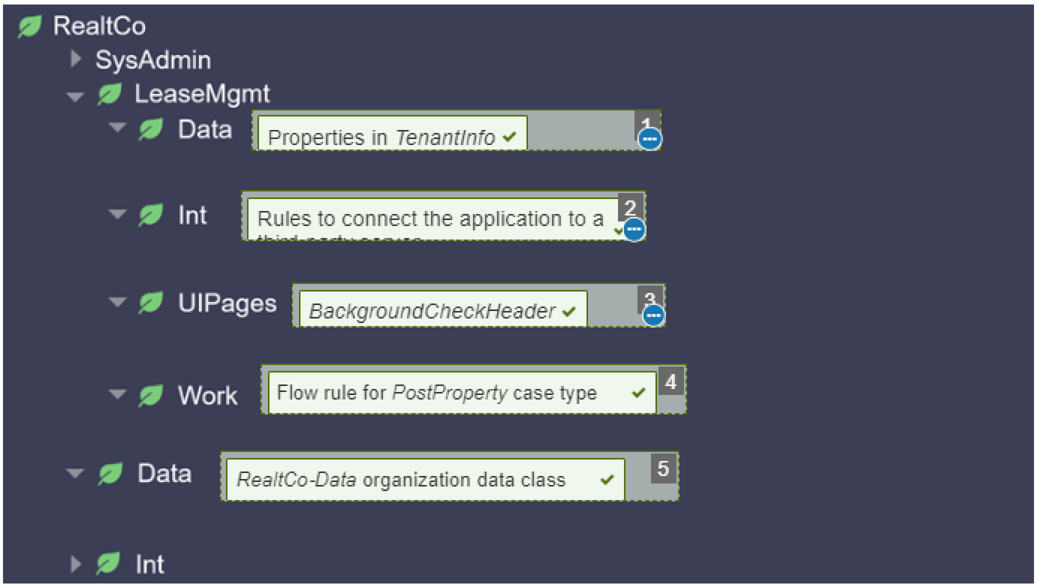
You can use field values to localize ______________ and ______________. (Choose Two)

response - correct
Responses

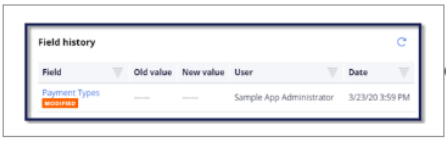
- 1 ☑
  - Instruction text
  - Instruction text - correct
- 2 ☐
  - Paragraph rules
  - Paragraph rules - no response given

- 3 ☑
  Short descriptions
  Short descriptions - correct
- 4 ☐
  Correspondence text

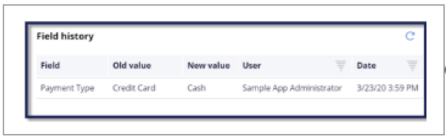
Drag each description from the bottom into the appropriate space of the class hierarchy.



Drag the description to the correct image on the left.



In a Roadside Assistance case, when a user changes the Payment type field in the Payment Types field group list, from Credit Card to Cash, the change is tracked in the case Audit tab field history.



In a Roadside Assistance case, when a user changes the Payment type field from Credit Card to Cash, the change is tracked in the case Audit tab field history.

In a Roadside Assistance case, when a user adds a new Payment type to the Payment Types field group list, the change is tracked in the case Audit tab field history.

Your application requires a cascading approval for expense reports. Approvals must follow the submitter's reporting structure, with the following thresholds.

- The manager must approve expense reports of USD500 or less.
- A director must approve expense reports of USD1500 or less.
- A vice president must approve expense reports of USD1500 or higher.

How do you configure the approval process?

Responses

- Select the reporting structure configuration with custom levels, then configure a decision table to determine the number of levels.
  Select the reporting structure configuration with custom levels, then configure a decision table to determine the number of levels. - no response given
- Select the reporting structure configuration, then select All levels.
  Select the reporting structure configuration, then select All levels. - no response given
- Select the reporting structure configuration with custom levels, then configure when rules to determine the number of levels.
  Select the reporting structure configuration with custom levels, then configure when rules to determine the number of levels. - correct
- Select the authority matrix configuration option.

Drag the words into the correct boxes

response - correct
Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.

Authentication confirms the identity of a user and verifies that the user is

allowed access to an application.

Authorization determines what data the user can view and what actions the

user can perform.

Drag the terms to the correct placement within the sentence.

response - correct
Put responses in the correct input to answer the question. Select a response, navigate to the desired input and insert the response. Responses can be selected and inserted using the space bar, enter key, left mouse button or touchpad. Responses can also be moved by dragging with a mouse.
Customers can track online orders by entering the order tracking number and

clicking a button that is labeled Track it.

In this example, **tracking number** is a field and the **Track it button** is

a control .

- ☑
- ☐
- ☐
- ☑
- ☑
- ☐
- ☐
- ☑
- ☑
- ☐
- ☑
- ☐

- ○
- ○
- ○
- ○

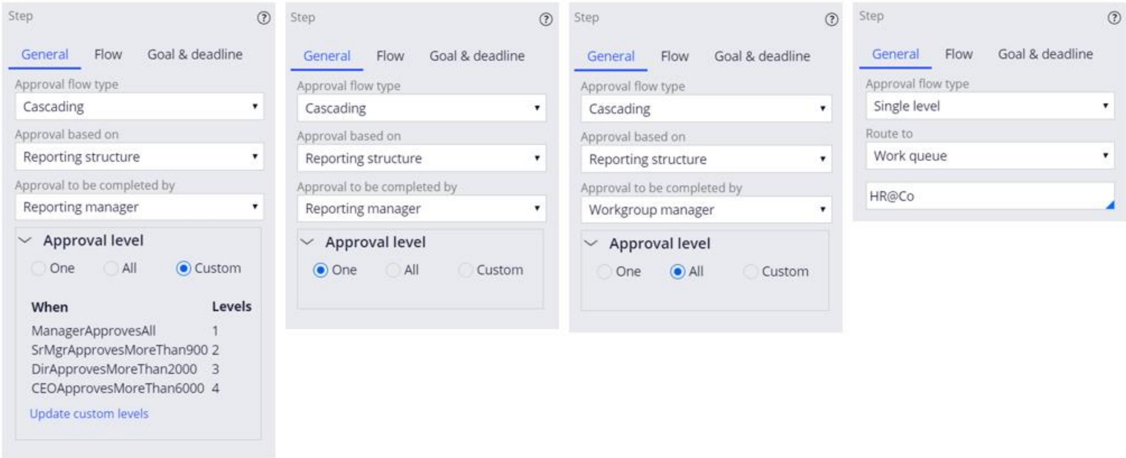
- ☐
- ☐
- ☑
- ☑

- RealtCo
  - SysAdmin
  - LeaseMgmt
    - Data
    - Int
    - UIPages
    - Work
  - Data
  - Int

- [x]
- [x]
- [ ]
- [ ]

- [x]
- [x]
- [ ]
- [ ]

- RealtCo
  - SysAdmin
  - LeaseMgmt
    - Data
    - Int
    - UIPages
    - Work
  - Data
  - Int


Step
General
Flow
Goal & deadline
Approval flow type
Cascading
Approval based on
Reporting structure
Approval to be completed by
Reporting manager
Approval level
One
All
Custom
When
Levels
ManagerApprovesAll 1
SrMgrApprovesMoreThan900 2
DirApprovesMoreThan2000 3
CEOApprovesMoreThan6000 4
Update custom levels
Step
General
Flow
Goal & deadline
Approval flow type
Cascading
Approval based on
Reporting structure
Approval to be completed by
Reporting manager
Approval level
One
All
Custom
Step
General
Flow
Goal & deadline
Approval flow type
Cascading
Approval based on
Reporting structure
Approval to be completed by
Workgroup manager
Approval level
One
All
Custom
Step
General
Flow
Goal & deadline
Approval flow type
Single level
Route to
Work queue
HR@Co

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Conditions	Account type	Are senior	Are under 19 years or student	Large average daily balance	Frequent trader	Return action
if	"Checking"	true				Senior Checking
else if	"Checking"		true			Student Checking
else if	"Checking"	false	false	true		Checking Plus
else if	"Savings"	true				Senior Savings
else if	"Savings"		true			Student Savings
else if	"Savings"	false	false	true		Savings Plus
else if	"Investing"				true	Investing Plus
else if	"Investing"				false	Investing
otherwise						Checking & Savings bundle

Field history

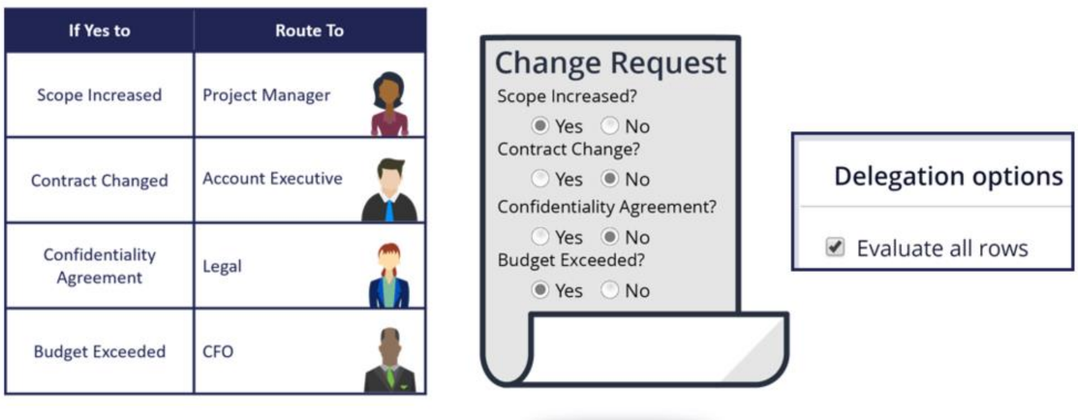
Field	Old value	New value	User	Date
Payment Types MODIFIED	——	——	Sample App Administrator	3/23/20 3:59 PM

Field history

Field	Old value	New value	User	Date
Payment Type	Credit Card	Cash	Sample App Administrator	3/23/20 3:59 PM

Field history

Field	Old value	New value	User	Date
Payment Types ADDED	——	——	Sample App Administrator	3/23/20 3:59 PM


If Yes to
Route To
Scope Increased
Project Manager
Contract Changed
Account Executive
Confidentiality Agreement
Legal
Budget Exceeded
CFO
Change Request
Scope Increased?
Yes No
Contract Change?
Yes No
Confidentiality Agreement?
Yes No
Budget Exceeded?
Yes No
Delegation options
Evaluate all rows

Lockout policies

Enable authentication lockout penalty

Disabled ▼

Failed login attempts before password lockout

2

Password lockout duration in minutes

8

Enable authentication lockout penalty

Enabled ▼

Failed login attempts before employing authentication lockout penalty

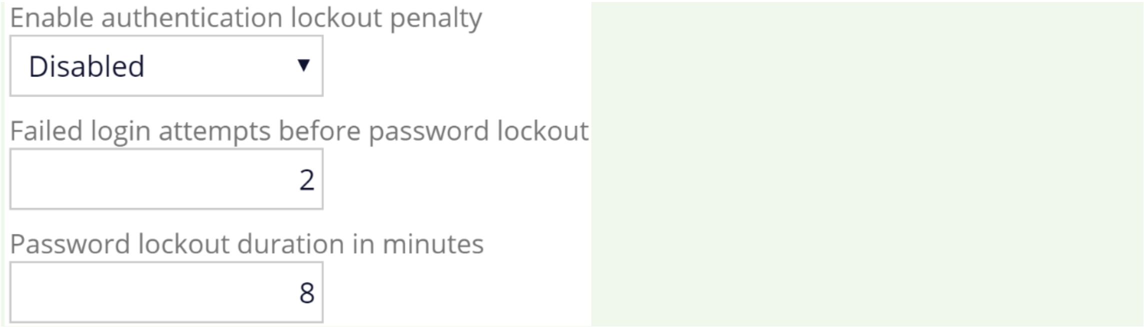
2

Initial authentication lockout penalty in seconds

8

Track login failures duration in minutes

60



Question

Which of the following options best describes the benefit of unit testing rules?

Responses

- Unit testing identifies configuration issues that might impact application performance on a production system.
  Unit testing identifies configuration issues that might impact application performance on a production system.
- Unit testing validates a rule configuration to ensure that any dependent rules are available to the application.
  Unit testing validates a rule configuration to ensure that any dependent rules are available to the application.
- Unit testing identifies configuration issues that can propagate to other rules with potentially serious consequences.
  Unit testing identifies configuration issues that can propagate to other rules with potentially serious consequences.
- Unit testing validates information that must be provided before the rule can be saved.

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