# Interview Questions or Learning Pega

Fundamental of PRPC

1. **What is Rule.**

Rule is instance of a Class.

Rule Gets stored into a Table which are mapped to instance classes.

In PRPC Instance classes will have a mapping with DB Tables.

pxObjClass = Holds Instance Class Name of a Rule.

A Class is mapped to which table?

Test connection in the class rue form.

1. **Any Rule in Pega that gets stored in Rule base Table will have unique primary Key “pzInsKey”.**

To Open any rule PRPC uses it’s pzInsKey , by performing Obj-Open-By-Handle and the respective table.

Operator

“Data-Admin-Operator-ID” + Operator.pyReportTo (Manager)

“Data-Admin-Operator-ID” + Manager.pyReportTo (SeniorManager)

1. **Write a generic activity to update the lable of any rule in PRPC.**

Obj-Open-By-Handle

Param.instanceclss + Param.RuleClass + Param.RuleName

1. **Main columns that one should know in PRPC**

**pzInsKey = Primary Key**

pzPVStream = Hold all the data of rule or transaction(WO)

pxCreateDateTime

pxUpdateDateTime

pxCreateOperator

pxUpdateOperator

pxObjClass = Instance Class

1. **I have a flow in production with 4 assignments, one assignment should be removed. I have inflight cases which should use the deleted assignment after the new release.**

We can implement this by Circumstance or Decision or Ticket

The condition property for either of the above is based on

pxCreateDateTime.

1. **Name any one of the OOTB properties in PEGA which should never be part of Declare Expression.**

pxCreateDateTime

1. **How to restrict a property such that it should never be used in declarative rules.**

Property advanced tab – Check the option “Con not be a declarative target”.

1. **How to unlock a rule set version when you don’t have a password?**

Rule-RuleSet-Version Table has two columns “pyVersionPassword” and “pyVersionSecure” should be updated to empty and false.

1. **What is dual inheritance in Pega?**

At a time a class having Direct + Pattern inheritance make the class to have multiple inheritance. This is in PRPC is called dual inheritance.

1. **If child work object saves in PC\_Work (same as parent case) which column hold child work object data is it pzPVStream going to have embedded pages?**

Parent children gets stored in separate rows.

1. **Connect SOAP available in Production.**

Today - <Tag1>

<Tag2>

<Tag3>

Today - <Tag1>

<Tag2>

<NewTag>

<Tag4>

1. **Dynamic System Settings Vs System Settings?**

DSS are data entries, which can be update without check in check out. System setting – associated rule set versions, we need to patch it and move to production every time you want to update it.

1. **How to call decision table from decision tree?**

Configuration tab of the dec tree, “Allow selection of call decision option”.

1. **Spinoff will be useful when you want to initiate/start another flow parallelly without stopping the current flow. The current flow or main flow which has spinoff as sub process proceeds to the next assignment in the flow and spinoff flow will get initiated to the work item.**

Spinoff is available in sub process shape. Selecting spin off option make process flow asynchronous i.e, process will not wait for the sub flow to get completed.

1. **Importance of Lock option in Obj-open method?**

Supports some instance of locking. Shouldn’t allow other people to update the case

1. **In the Obj-Open or Obj-Open-By-Handle, I don’t want to choose lock check box. But when I update the instance, we have to make sure the latest data is available on the instance step page**.

Use obj-refresh-and-lock method.

1. **How to create temporary Work Object? Also, explain in technically.**

Select to indicate that this flow creates a temporary work item. A temporary work item is created and resolved by a single operator or by straight-through processing and is never saved as a database object.

Use this option only in appropriate situations, as reporting, history, and attachment features are not available for temporary cases. The following restrictions apply:

Temporary cases do not have a case ID.

Temporary cases cannot be members of a cover.

History additions performed on such objects do not cause a flow to fail, but have no effect.

1. **Can a screen flow be a starter flow of application?**

Yes. We can create an activity in the activity call OOTB activity “NewFromFlow” and pass the parameters “Flow name and Flow class name”.

1. **Difference between Obj and RDB methods?**

Obj for Internal Rule base tables. RDB for external tables.

Obj Can’t execute Stored procs. RDB can execute Stored procs.

Using Obj we can implement joins . RDB can have joins.

1. **How to call a report definition rule from an activity.**

Call Rule-Obj-ReportDefinitnon.pxReteriveReportData (Pagename, Report class, Report name)

1. **How to call activity from a data transform or Data Table.**

Fumction callActivity();

1. **What are editable modes in Data Pages? Can a node level data pages are editable?**

If you want to update data page it should be editable. These are not available at node level.

1. **Keyed page access in Data Pages.**

This option is available only for list type data pages. In the page list Pages , one or more properties can be mentioned as keys. While we pass this keys the matching page data will be retrieved.

These keys can be passed when the data page is called only at property level but not from dropdown or repeating layout or activity.

1. **How to pass parameter to a data page when it is referred in an activity.**

D\_AXAStates[Param1:Value1,Param2:value2]

1. **Where we see editable D pages on clicpboard.**

Under User Pages.

1. **Call decision table from the data transform?**

  @DecisionTable.ObtainValue(tools,myStepPage,"StageCode",true)

1. **When two users from diff countries triggers (both GMT and IST formats saves) change both formats as one format as GMT(because DB people issuing some problems)??**

FormatDateTime()

1. **When user login the PRPC Portal, the credientials we are providing Authentication or Authorization?**

1st Authentication and then Authorization.

1. **Tell any 3 rules (when we are configuring them) without class and rule set??**

System rule, Data instances without versioning.

1. **If suppose i have three different classes (A,B,C) mapped to 3 different tables, now my question is,**

A table has "Customer name" data

B table has "Phone numbers" data

C table has "Addresses" data

Then finally u have to save Both B and C data into A table??

I should not write any queries or I should not use any obj methods to save phone number and addresses into Table B and C.

We need to create Indexes for Phone Number and address Page List.

When we save customer data automatically index tables gets updated.

1. **Append and Append map to (common question recently in every interview)??**

This option available in Data Trnasform.

PageListA

PageListA(1) (A-B-C)

PageListA(2) (A-B-C)

PageListA(3) (A-B-C)

PageListB

PageListB(1) (A-B-C)

PageListB(2) (A-B-C)

PageListB(3) (A-B-C)

Append to — Use this action to copy a page to the target. The source and target must be of the same or compatible classes.

Append and Map to : Use the Append and Map to action to append a page to the target Page List mode property and set the context to that page for subsequent child actions to map properties on that page. The target and source can be of different Applies To classes.

1. **How many ways we can check checkout rules in Pega platform??**

Rule form, Bulk Check in check out.

* MyCheckedOutRules (Code-Pega-List)
  + pxResults
    - pxResults(1)(Data-Rule-Summary)
    - pxResults(2)(Data-Rule-Summary)
    - pxResults(3)(Data-Rule-Summary)
    - pxResults(4)(Data-Rule-Summary)
    - pxResults(5)(Data-Rule-Summary)
    - pxResults(6)(Data-Rule-Summary)

1. **You have an application for managing a simple workflow across two categories of work; “new business sales” and “renewing sales”. Your business has many areas that sell different kinds of the same product, which means the ‘flavour’ of these worktypes will differ from area to area**.

The process for both work types is basically identical, however we can’t discount that new business might one day be drastically different to renewing business. The content of the screens between each business area does change a lot.   
We may also need to be able to formally restrict work access between the different areas of the business.

* + - 1. We have to implement it by using circumstance (Lease Preferred way )
      2. Use privileges accordingly apply on the rules.

1. **We want to introduce a new screenflow process for capturing and reviewing data at the end of the formal workflow process – however the business don’t want to necessarily complete the screenflow once they have begun processing it (i.e. of a 5-step screenflow, they may only want to complete step 3 straightaway, and the rest another time)…**

Use Tabbed or tree navigation screen flow.

1. **A parent case has the ability for a user to generate up to 5 parallel sub/child cases, those child cases can update values on the parent case.**

Recruitement (Total Open Positions = 5+9+4 = 18)

Pega (TotalPegaPositions =5)

Dotnet (TotalDotnetPositions =9)

Java ((TotalJavaPositions =4))

We need to use calculations tab of parent case type rule.

1. **how will you manage, and what are the considerations of this data propagation challenge?**
   1. There should not be any declarative target properties used in this.
   2. Make sure by the time child is instantiated the respective source properties must have values assigned.
2. **Passenger,tier,bus,seat----How do we create these classes**

Bus (Page)

Tier(List)

Seats(List)

Passengers(List)

1. **two page list we have---need to move the data from one pagelist to other pagelist based on some condition**

Activity – Precondition, Loop, Page Copy

Data Transform – Condition , Loop, Append To

1. **I have 5 cases, One is Parent remaining are children.**

**My Parent has Default Locking configured.**

Children – Child 1 – Default , Child2 – Optimistic , ….

1. **Need to copy data at one stage in child to parent  how u will do.**

pyWorkPage of child to pyWorkCover Page.

1. **Need to change from 1 stage of case to stage 5 and after that again come back to stage1---How u will do**

Change state.

1. **we have one parent and 2 children when the lock is there lock on parent case then what is the functionality…**

With default options for locking, when parent is open by requestor1 no one else can work on children.

With option “do not lock parent when child is open” selected on child cases , when parent case is been worked on by requestor1 other requestors can work on Children.

1. **how many types of sub flow callings shape are there**

Sub process, Spilt join, Split for each.

1. **write just an example activity? Need to update status of the cases after cretaed 5PM ---How u will do?**

Browse (pxCreateDateTime)

Loop

(Obj-Open-By-Handle)

Property-set

Obj-save

Commitwitherrorhandling.

1. **scenario: Create a report to get all assignments from workbasket how u will do**

Assign-Workbasket , Work class (Joins)

pxrefObjInsKey

1. **Tell me about deferred save**

Differ Save means , the data saved into differ queue but not yet committed to DB Tables.

1. **scenarion:property1 upadted with X,obj-save and then again same property updsated with Y with commit what will be the final output**

DB value is “X”.

1. **What is Organization class structure and Different types of layers?**

Org , Div, Unit(Work) {Implementation Class Group} 🡪 Framework Class Group

Org-FW-DivFW-Work {Frame Work Class Group} 🡪 Work-Cover-

At Org, Implementation, Framework we have Data and Integration Layers 🡪 Data- and Int-

Org , Div, Unit(Work) – Insurance (Work Type or Case Type) {Belongs to class group}

Org , Div, Unit(Work) – Loan(Work Type or Case Type) {Belongs to class group}

Org , Div, Unit(Work) - Banking(Work Type or Case Type) {Belongs to class group}

1. **What are the different mechanisms to initiate case? (what are different options will be given to users to create case at run time )**

Portal – Create Menu (Case Type or Its flow)

Case Type 🡪 pyStartCase

Flow 🡪 Creates a new work object selected on the flow.

Run Time we can activities to create cases.

Add, AddWork

New , NewFromFlow

Email instantiation, Agents or Listeners.

1. **Suppose in a Screen flow, you’re having 4 assignments, all the assignments should be completed within 2hours. Can we implement this or not? If yes, how will you design this?**

In the screen flow/ sub flow on process tab we can call SLA.

1. **How can we trace someone’s work in production Environment?**

Login to SMA 🡪 Choose the requestor Name 🡪 Remote Trace.

Verify the Log Files.

1. **What is WSDL file? And difference between WSDL URL and End Point URL?**

WSDL (Web service description Language)

WSDL contains the meta tags. It describe the service.

What is End Point URL, Methods, Request and Response Parameters and its XML Data Structure.

WSDL URL points to the location of SWDL Document.

End Point URL is location where your service is Deployed.

1. **What is XSD?**

XSD will have Meta Description of the service.

1. **How will you implement security features in SOAP Rule?**

WS Security, Security through Encrypted User Name and Password send in the Headers of XML.

1. **When we have an issue with service, let’s say you are not getting proper response from service. How would you trouble shoot this.**

Check With Web Admin Team.

1. **Which Agent process SLA Rules?**

Pega-ProCom Rule Set Agents Instance will have an agent “Service Level Events”.

1. **There is a concept of soft locking, what it is?**

The locking you perform using Obj-Open or Obj-Open by Handle .

1. **In ECS, When do we use framework layer and when do we use Organization layer?**

Org Layer and FW both will be accessible at all the class group.

But FW layer is a reusable application which can be deployed on multiple pega application servers.

1. **We have Data Page, it is getting populated from external table, then how do we configure load mechanism?**

How would you know when to refresh the data page i.e whenever the data in external tables changes how come PRPC D Page gets refreshed.

Source Mechanism 🡪 Connector

pzFlushDataPage (D\_Page)

1. **What are different ways to expose a property?**

Right click on property and optimize for reporting.

Modify the schema of Table and Run column population Job.

1. **Tell me the difference between Associations and join criteria in RD?**

Class joins requires a common matching column between classes.

Association rule is a like a reusable rule that defines join of two classes with matching columns. This gets populated on report rule automatically.

1. **What are different types of joins?**

Class Joins, Index Joins, Associations.

1. **What are the diff between Data Transform and Activity?**

Using a Data transform we can run Obj methods (Tables), Connector and Service Methods.

Data Transform purely for property set operations.

1. **What are the differences between Declare Trigger and Declare Onchange? In what scenario you will chose what explain?**

Trigger monitors a Table and gets fired when DB Insert, Update Delete operations being performed by Obj- Methods.

On Change gets fired whenever the property values gets changed on clipboard.

1. **What is cover and Covered?**

Cover is Parent Case, Covered is Child Case.

1. **How to move from 4th stage to 1st stage? What is the activity?**

We need to change stage utility. Activity is pxChangeStage.

1. **How to create work object for child cases?**

On Parent Case Type Rule, Instantiation option.

Automatically by System When

Parent Case Stars (When Condition)

All condition related to other children or parent case (base on ther status)

Manual Instantiation

We can use Create Cases Smart Shape.

1. **How to connect to an external DB?**

We need to create a Data-Admin-DB-Name Rule.

Pass JNDI Connection Pool or JDBC URL.

1. **How to map an external table to the class?**

We need to create Data-Admin-DB-Table rule.

DB Name, Schema, Table name we need to pass and do test connection.

1. **What are types of parameters in Data page?**

Parameters, Keyed Page access.

Keyed Page is available only to list type D Pages and it available to call only on property.

1. **Scope of data page?**

Thread , Requestor and Node.

Thread : D Page can be shared , With in Work Object

Requestor : D Page can be share with in requestor session among multiple WOs.

Node : can be share among multiple requestors who logon to same node.

1. **When D page will get created if we chose thread as scope in Data page?**

Every time we create a new case.

When we have new threads opened.

1. **What will happen if the DB got updated but our Data page scope is thread?**

Each time we create a case, for each case D Page gets loaded with latest data from DB.

1. **When the page will be removed if the data page scope is thread?**

Refreshed for each thread.

1. **What is edit mode in data pages?**

Editable and Read only

Editable D Pages gets created on clipboard under user pages where read only D Pages under Data Pages.

Editable pages can be updated , deleted. These D Pages will not be available at node level.

1. **Can we call connector directly from data page?**

Yes, We have connector option available in D Page , Source.

1. **When look up option will available as a source for data page?**

For D Pages of Type Page, Lookup option is available.

1. **Where will you perform exception handling in data page?**

Post Load Processing, we can call an activity and here we can handle any exceptions.

1. **When will u go for standard and when will go for advanced agent?**

Advance agent is for Non-Transactional Processing means there is no WO Processing involved in this.

Standard agent is for transactional Processing i.e, it involves case processing.

1. **What is a Agent QUEUE? why we need to queue ?**

When we are working agents, if we want process or execute agent activity multiple times / wakeup then this is possible through queuing.

Here Queue means PR\_SYS\_QUEUE Table. For each queue Item in this table agent activity will be executed once.

The Queue Items with status “Scheduled” will be picked. While Processing the Queue Item status gets updated to “Now Processing”. If something fails during processing, Queue status is “Broken Process”.

Broken process Items can be re queued. When we re queue the items the status gets updated to scheduled.

1. **What is the access group significance of access group in Agents rule form?**

At what access level the agent activity should be executed will be decided by Agents access group in case of advanced agents.

Standard agents runs on the access group of requestor who put the agent queue item.

For standard agent the access group of requestor overrides the access group in the agent rule form

1. **What will happen if you are not mentioning the access group in advanced agent?**

If no access group specified in Agent Rule form, then advanced agents runs on Guest access group.

1. **How can you change the schedule of an agent in Production?**

Agent Schedule is a Data Instance of class Data-Agent-Queue. We can directly open Agent Schedule rule and we can update the “Schedule”.

1. **I need to update all work objects daily, what kind of agent I need to select and why?**

If we have queue then Standard agent.

No Queue then advanced agent.

1. **How performance is better when we use report definition compared with Activities.**

Activity when we create it’s a used defined one. It may have Bad Coding, It may not be compatible with the PRPC Existing transaction model.

Coming to report definition, it executes OOTB activity rule pxRetreiveReportData to fetch the data. This OOTB activity is written following the best practice of PEGA and it will not disturb the PRPC transaction model.

1. **If we want to join 10 tables. How to implement this using RPT rule. It should not impact application performance.**

We need to create a DB view and write report for this View.

1. **If we want share Data between two pega applications. Insurance and the other is Claims.**

We have to use web services.

1. **How many types of reports are there.**

List Type Reports, Summary (Charts, Circles, Bar ), Sub Reports.

1. **getContent activity?**

This is OOTB activity gets executed when we run List View.

1. **Get Next Action? Or Get Next Work or Get Most Urgent?**

Get most urgent is an OOTB functionality which brings the Urgent Assignment to work on.

By default it brings the assignment from Work List.

1. **In the product rule form what is Individual instances to include?**

Here we can Query the DB records and onclude their pzInsKeys. Then Data Isntance will be moved.

1. **What is “Exclude non-versioned rules” in Product Rule.**

There are rules associated with rule sets but not with versions. When we select this check box these rules will not be included in the product packaging.

Eg. Work basket, Work Group, Access Group, Operators etc…

1. **We have deployed an application and application is running. After some you got a requirement to modify only one of the rule which we have already moved. How to achieve this.**

We need to get the pzInsKey of Rule Instance and include it in Product Rule, then package it.

When we deploy this only one instance will be deployed into production.

1. **We have made some changes and successfully tested in Dev, QA, UAT and Prod also after deployments.**

But When the business starts the latest code changes giving a technical issues which has broken application functionality and entire is stopped. How to handle this situation?

We need to put the application version back.

1. **What are the DB change in Pega 7 compared to Pega 6.**

From Pega 7 onwards we have , Split Schema Architecture for DB.

We have separate schema for Rule and Data Instance i.e, Pega Rule and Pega Data.

All the rule instances gets stored in Rules Schema whereas Data instances gets stored in Data Schema.

1. **In activity suppose i have existing 10000 customers have common salary now i want to increase their salary dynamically at a time??**

Obj-Browse (Page List)

Loop (for Page List)

Obj-Open (to Open Customer)

Obj-Open (to Open Customer Increment)

Property-Set

Obj-Save

Commit;

1. **What is the order of Rule resolution? and can u tell some rule types don’t undergo Rule resolution??**

Rule Cache

If Cashe Avaialble

Pick the rule from cashe, Verify not blocked, Verify user authorized, Process and Present Rule.

If Cache Not Available

Collect all rules matching name and type, Ignore Not Available, Ignore Not applicable rule set hierarchy, Ignore Withdrawn, Ignore Not in applicable class hierarchy, Rank by rule set, class, circumstance, find the best rule and keep in cache, Pick the rule from cache, Verify not blocked, Verify user authorized, Process and Present Rule.

Data Instances like OpID, Access Group, Work Group, Work Basket etc… will not go through rule resolution process. Because these instance will not be associated with Rule set versions, Availability and circumstance.

**98**. **An application testing phase working fine and in production environment becomes slow what may be reason??**

1. Load on the server can be more.

2. Queries may result in huge returns of data in Prod.

3. Log Files Size may be huge on Server (Regularly back up logs files from Linux or other servers)

4. Net Work Issues.

Difference between Exit-Activity and Activity-End??

Exit-Activity Ends the execution of current activity whereas Activity-End ends the execution of All the chain of activities which are involved in the calling processes.

**99**. **What are the process improvements that you have do/Care in the project??**

1. Analysis Talk to leads, architects and Business.

2. Design and Development

3. Unit Test (Self Testing)

4. Peer Review by Leads or colleagues.

5. Demo to BA.

6. Handover to tech leads. Patch and move to QA.

7. QA will test ad raise defects in DMS if defects.

8. Dev work on defects and move QA

9. Move to UAT

10. All set for prod deployment.

**100.** **What is the main difference b/w Standard Agent & Advanced Agent.**

|  |  |
| --- | --- |
| **Standard Agent** | **Advanced Agent** |
| 1. This is recommended for transactional processing i.e, case processing. | 1. This is for Non Transactional Processing i.e, does not involve case processing.   Like Emails, Archival of DB. |
| 1. Standard used OOTB AQM. | 1. Advanced agent will not use , we want to go Queuing we need to design customer Queue mechanism. |
| 1. Standard agent runs on Requestors access group who ever puts the item in agent queue. | 1. Advanced agent runs on the access group specified in agents rule form. |
| 1. Standard runs activity N number time / wake up where N is no of queue items. | 1. Advanced agent exe Agent activity only once per wake up. |
| 1. Activity associated with standard agent should be there in WO class. | 1. Advanced agent activity can be there in any class. |
| 1. Standard agent can be on Multi Node Environment. | 1. Advanced is recommended to run on one node even though we have multiple nodes available. |

**101**. **What is AQM. ..? Is AQM supports Standard Agent only r Advanced agent as well??**

OOTB AQM being used by standard agent.

If we apply AQM with advanced agent, we need to implement our own Queue Management.

**102. Define Assignment Level SLA & Workobject level SLA. .?**

Assignment level Sla is only for one particular assignment on which we apply it.

WO level SLA is applicable throughout the case processing till it gets resolved.

**103.** **I have one work object based on some condition I want to route work object to Worklist or workbasket…? How many ways we can achieve this…? If I want give the condition in single assignment itself how it is possible…?**

We need to write a custom route activity which calls toworklist or toworkbasket activities based on precondition.

* + 1. **What Are the Rule Set Pre Requisite, What are Types of rule Sets, and What is the Rule set hierarchy in PEGA?**

**All the Predefined rule Sets Should be Address as “Required Rule Sets” to our application Rule set then any rules in the predefined rule sets can be used in our application.**

1. **Application Rule Sets (Which we add in Application Rule Form)**
2. **Production Rule Sets (Which we will add in the Application Rule Form and Also we can in Access Group Under Advanced Tab.**
3. **Branch or Shared Rule Sets.**
4. **Personal Rule Sets.**
   * 1. **What is Rule Delegation and Production Rule Set?**

**The Rules in PRPC like Decision rules, Correspondence Rules etc… can be delegated to business so that business users can modify the rule as per their requirements.**

**Rules can be delegated from the action Dropdown of the rule form. When delegating it can be done to Single Operator OR to an Access Group.**

**Delegated rules will be available to be accessible through the Portals under the Section “My Business Rules”.**

**The OOTB sections rule name “Delegated Rules” which is available in “@baseclass”.**

**These rules can be created in a separate rule set and we call this rule set under “Production rule Sets” in the application rule form.**

**Usually these production rule sets will be left unlocked.**

* + 1. **What is Application, Production , Branch and Personal Rule Set?**
* **The rule sets which we regularly user for creating our rules are application rule sets.**
* **Production Rule Set :- refer above question.**
* **Branch Rule Set:- It is a share rule set. This allows multiple developers to perform parallel updates on the rules. After that we can merge the branch rule sets into the original rule set with all changes.**

**Branch Rule Set can be added in the application rule Form.**

* **Personal Rule Set :- This is virtual rule set created with the Operator ID name.**

**When an Operator check out a rule PRPC copies the rule from Original Rule Set to Personal Rule Set allowing the operator to make changes. After the changes are done/check in the personal rule set copy will be lost and latest changes will be saved into original rule set.**

* **All the Checkout rules will be available in Personal Rule Set.**

**The Priority when accessing the rule goes to Personal Rule Set.**

* + 1. **Difference between section and Harness?**

**A Harness Holds a section rule. Purpose of Section is to design the UI. Harness can be called from Portal, Assignment shape, Flow under Process Tab.**

**Harness defines the Appearance and Processing of the WO forms.**

**Harness rule is at Work Object level or Portal Level.**

* + 1. **Difference between Declare Pages and Data Pages.**

|  |  |
| --- | --- |
| **Declare Pages** | **Data Pages** |
| 1. **Name Should Start with Declare\_** | 1. **Name Should Start with D\_** |
| 1. **Read only** | 1. **Both Read only/Editable** |
| 1. **Parameters tab is not available** | 1. **Parameters tab is available.** |

* + 1. **How to Jump From One Stage to Another Stage in PEGA 7?**

**We can use a utility called “Change Stage”**

* + 1. **Difference between On change and Trigger?**

**On Change Rule gets executed when the property value changes anywhere in your application.**

**Trigger gets executed only where there is any update or insert or delete operations performed on Data Tables.**

* + 1. **How to make a local action available to be accessible at all the assignments in the Flow?**

**We can call the flow action or local action in the Design tab of the flow. The local action which are called in the assignment shape properties will be available only to that particular assignment whereas the local actions which we call in the design of the flow will be available to access at all the assignments in a flow.**

* + 1. **What is Forward chaining and Backward chaining?**

**Declare expression is an example of forward and Backward chaining.We have different options available to choose those are**

**1.Whenever Inputs Change (Every time when source properties changing Declare expression gets executed and assign the target prop value this is FWD chaining.)**

**2. Whenever Used :- Every time when we use target prop declare expression will be executed to assign value to target prop. This is backward chaining.**

* + 1. **What are the OUT-OF-BOX solutions you’ve used in your project?**

**Below are the basic OOTB Rules used in my application.**

**SendEmailNotification, Perform Harness, pyID, pyCaseAttachments, pyAttachContent.**

* + 1. **Can an assignment be completed manually, automatically (without Human intervention) or BOTH?**

**FinishAssignment OOTB activity we need to call.**

* + 1. **What is an Access-group?**

**Access-group is an interface between Operator and Application, Portal, Access Roles.**

**Access Group Define the Work pool of an operator.**

**An Operator Can have Multiple Access Groups Defined but one should be default.**

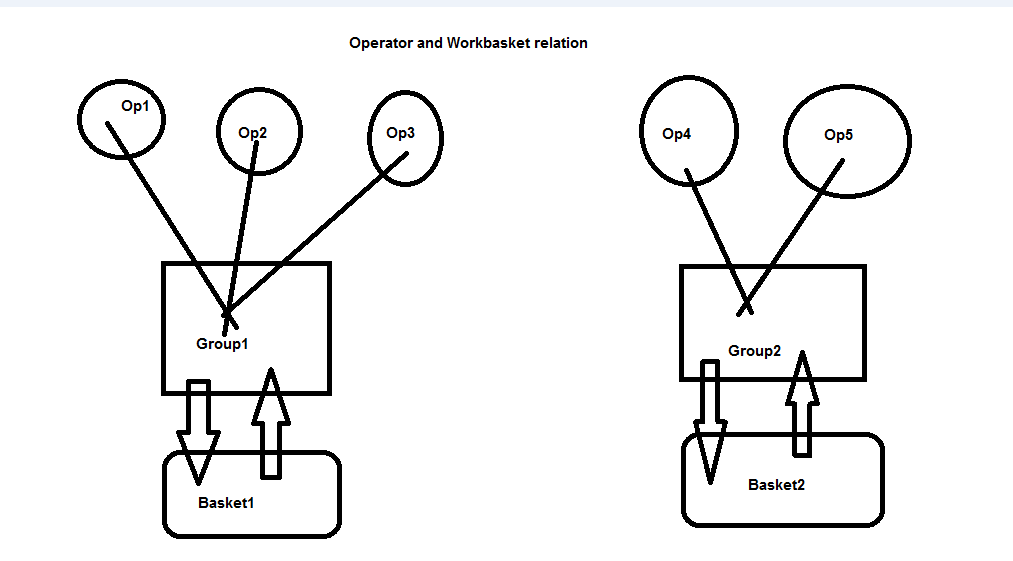
* + 1. **What is a Workbasket, Work pool and Workgroup?**

**Work Basket is an instance of Assign-Workbasket. It is Queue of All the work Items those can be accessed by Multiple Operators who are connected to the basket via their Work Group.**

**Work Group Acts an Interface between Operator and Work Basket. Work Group and Work Basket can be connected to each other.**

**Work pool :- Class Group when added in the access group (Under Advanced Tab) it is said to be work pool. It Identifies which case types should be loaded for an operator to create work.**

**Below Diagram Explains the relation between Operator, Work Group and Work Basket.**



* + 1. **What is the diff bet Rule and a Rule set?**

**Anything in PRPC is called as a Rule. For Example Property, Activity, Data Transform etc... Rule Set is a container to hold all the rules into it and which allows the versioning of rules.**

* + 1. **What are the Application Servers that PRPC supports and who maintains these servers?**

**Tomcat, Web sphere, Web Logic etc…**

**Web Admin Team maintains these servers.**

* + 1. **What is Assignment in PRPC?**

**An Assignment in PRPC is used to route work to an operator. The primary use of an assignment is to display or call a flow action into flow.**

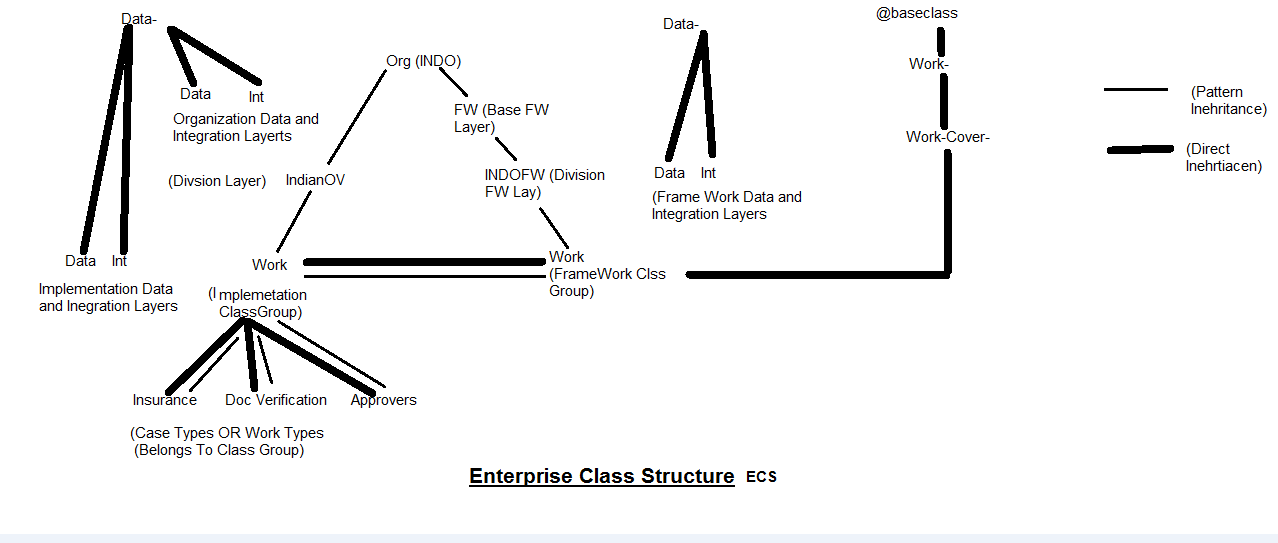
**No assignment can be available without flow actions.**

**Assignment shape contains the options like**

**1. Status 2. SLA 3. Notification 4. Harness 5. Local actions etc...**

**If we want to see the current assignment details we can see on clipboard on a predefined page "NewAssign" Page (Assign-)"**

* + 1. **What is the Class Hierarchy in PRPC Or Class Structure.?**



* + 1. **Can screen flow can generate work objects?**

**By default screen flow cannot create a work object but we can call OOTB activity rules like “New or NewFromFlow” and pass the screen flow class and name as parameters then it creates a Work object.**

* + 1. **How do u pass more than one page to another activity?**

**By selecting the check box “Pass Current Page check “.**

* + 1. **What’s the difference between connector flow action and local flow action?**

**Flow action performs an action on Work object and it moves WO from one assignment to another assignment.**

**Whereas local action also performs an action on WO, but it doesn't move from current assignment i.e, the Work Object will be still on same assignment.**

* + 1. **What is the list view and summary view?**

**List View will generate plain reports whereas summary generates reports using Aggregate Functions.**