

Pegasystems

PEGACPBA25V1

Certified Pega Business Architect (CPBA)

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Question: 1

Sales managers must be able to approve sales quote proposals by email and from a mobile device. How do you implement this requirement?

- A. Add an Approve/Reject step and enable email and mobile approval.
- B. Add an Approve/Reject step and a Send Email step.
- C. Add an Approve/Reject step with mobile approval enabled and a Send Email step.
- D. Add an Approve/Reject step and enable email notifications on the case type.

Answer: C

Question: 2

Which requirement do you satisfy by using a wait step?

- A. An accident claim pauses until a user uploads an accident image
- B. An accident claims pauses until 48 hours after the accident
- C. An accident claim pauses until a manager approves the request
- D. An accident claim pauses until an email is sent to the user

Answer: B

Question: 3

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

- A. You are developing a landing page that replaces an existing landing page, which is being deprecated and should not be used by any users.
- B. You are developing a landing page that is only relevant for people managers and is not available for individual contributors.
- C. You are developing a new landing page that is available for all users.
- D. 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.

Answer: A

Question: 4

To which principle does the UI layer of the Pega Constellation architecture subscribe?

- A. Architecture Hierarchy
- B. Single Responsibility
- C. User Control and Consistency
- D. Separation of Concerns

Answer: D

Question: 5

Which two options are available when configuring a View?
(Choose Two)

- A. Reuse saved Views.
- B. Create a new data object.
- C. add new fields to the View.
- D. Create a new field that uses a calculation function.

Answer: A,C

Question: 6

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?

- A. User reference
- B. Embedded Data
- C. Data reference
- D. Query

Answer: B

Question: 7

A CSR 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 as a result?

- A. Processing of the Case ends.
- B. The system routes the Case to the manager for resolution.
- C. The system moves the duplicate Case to a queue for merging later.
- D. The system automatically merges duplicate Cases into one Case.

Answer: A

Question: 8

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

- A. 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.
- B. 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.
- C. Customers place online orders by adding items to the cart, entering shipping and payment information. 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 Work Group.
- D. 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.

Answer: C,D

Question: 9

Which one of the following options includes the three pillars of a Pega Platform™ application?

- A. Journeys, Personas and Channels, Data and Interfaces
- B. Microjourney, Stages and Steps, Data and Interfaces
- C. Microjourneys®, Personas and Channels, Data and Interfaces
- D. Cases, Channels, and Data Integrations

Answer: C

Question: 10

Using the pega express delivery approach, governance is established during which phase of the project?

- A. Prepare
- B. Adopt
- C. Build
- D. Discover

Answer: A

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