Question: 1

Select each Business Need on the left and drag it to the appropriate Service Level Agreement Interval on the right.

Business Need

- An employee should submit the expense report within 24 hours of completing a trip.
- An employee must submit the expense report within 48 hours of completing a trip.
- An employee receives a reminder email every day until the expense report is submitted.

Answer Area

Business Need	Service Level Agreement Interval
	Deadline
	Goal
	Passed Deadline

Answer:

Business Need	Service Level Agreement Interval
An employee must submit the expense report within 48 hours of completing a trip.	Deadline
An employee should submit the expense report within 24 hours of completing a trip.	Goal
An employee receives a reminder email every day until the expense report is submitted.	Passed Deadline

Question: 2

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

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

Answer: A

Question: 3

Which configuration informs a user by email when an assignment is added to the user's worklist?

A. Configure the case type to send assignment notifications to assigned users.

B. Add a Send Email step to the process after the assignment to notify the assigned user.
C. Configure a service level to send a notification to the assigned user.
D. Add a Send Notification step to the process after the assignment to notify the assigned user.

Answer: A

Question: 4

A requirement states: Loan applicants must enter their annual salary. If the salary is above the qualifying threshold, the application is automatically approved. If the salary is below the threshold, the applicant must identify a cosigner.
Select the two configuration options that follow best practices to meet the requirement. (Choose Two)

A. Design a user view with an annual salary field and a section for cosigner information. Use a Visible When condition to display the cosigner section when the salary is below the threshold.
B. Create an assignment step for a loan officer to review the applicant's annual salary and determine if a cosigner is necessary.
C. Design a user view with an annual salary field. Create an optional action to collect information about the cosigner and assign the action to the appropriate stage.
D. Use a collect information step with an annual salary field. Use a decision shape to determine whether to advance to a step to enter cosigner information or complete the process.

Answer: CD

Question: 5

A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved.
Select the case type relationship that satisfies the requirement.

A. Make credit card request a child case of credit check.
B. Make credit check a spin-off case of credit card request.
C. Make credit check a child case of credit card request.
D. Make both loan request and credit check top cases.

Answer: B

Question: 6

A moving company provides customers with a tool that recommends a moving vehicle based on the number of bedrooms in their current living space and whether they are planning to move heavy

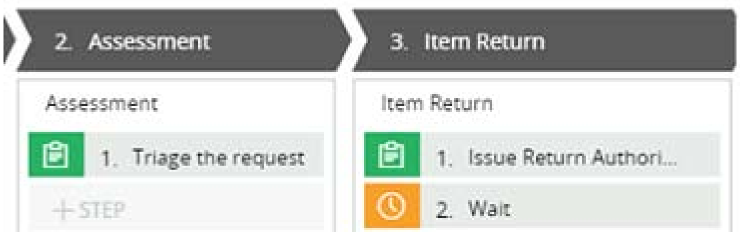
furniture like bed frames, mattresses, or couches. Based on the customer inputs, a decision table presents the customer with a recommendation.
Which two configurations, when applied in combination, apply to the decision table?

A. Create rows for the recommended moving vehicle.
B. Create a column for the recommended moving vehicle.
C. Create two columns, one for the number of bedrooms and one for whether the customer is moving heavy furniture.
D. Create two rows, one for the number of bedrooms and one for whether the customer is moving heavy furniture.

Answer: AD

Question: 7

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?



A. Replace the Wait step in the Item Return stage with a Change Stage step.
B. Add a condition to skip the Item Return stage when a return is not necessary.
C. Add an Item Retention alternate stage and define a process for retention of item.
D. Add a decision in the Item Return process to change the stage when a return is not necessary.

Answer: B

Question: 8

Apartment tenants submit maintenance requests that specify their name, address, request type, and description of the request. The apartment management company often receives multiple requests from a single address about the same issue. The company wants to identify duplicate maintenance requests that are submitted less than 30 days apart.
Which three configurations, when applied in combination on the Search duplicate cases step, achieve this goal? (Choose Three)

A. Configure a time period for the request date as a weighted condition.
B. Configure the apartment address as a weighted condition.
C. Configure the apartment address as a basic condition.

D. Configure the request type as a weighted condition.
E. Configure the tenant name as a basic condition.

Answer: ABD

Question: 9

Employees submit time-off requests that must be approved by their manager. If the requested time off is extended beyond three weeks, the manager, director, and a member of human resources (HR) must approve the request.
Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

A. Create a decision table and evaluate all rows.
B. Use a cascading approval with an authority matrix.
C. Use a cascading approval with a reporting structure.
D. Configure custom approvals in the reporting structure.

Answer: AD

Question: 10

The business process for an automobile insurance claim consists of the following phases:
• Submission: The customer contacts a customer service representative (CSR) to file the claim.
• Review: An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs.
• Repair: A third party performs the repairs on each vehicle, communicating with the adjuster and customer as necessary.
• Verification: After each vehicle repair, the adjuster closes the claim.
According to Pega best practices, which phase can you implement as a child case?

A. Verification
B. Submission
C. Review
D. Repair

Answer: D