

Pegasystems

PEGACPDS25V1

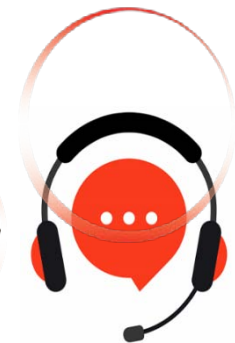
Certified Pega Data Scientist (CPDS)

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Question: 1

Which key feature of the Customer Decision Hub ensures real-time personalization for customers?

- A. Batch processing of customer data
- B. Real-time event streaming and decisioning
- C. Predefined static decision rules
- D. Predictive model deployment

Answer: B

Question: 2

What are common entities extracted by Pega NLP in chatbot interactions?
(Select all that apply)

- A. Dates
- B. Locations
- C. Product names
- D. Workflow configurations

Answer: A,B,C

Question: 3

Which data source is best suited for Pega NLP analysis?

- A. Transactional database records
- B. Customer emails and chat messages
- C. Workflow performance logs
- D. Historical SLA reports

Answer: B

Question: 4

What is the role of sentiment analysis in Pega NLP?

- A. To classify customer messages based on tone or attitude
- B. To detect fraud in business processes
- C. To automate SLA violation predictions
- D. To monitor employee satisfaction

Answer: A

Question: 5

How does Pega Process AI help in managing SLA violations?
(Select all that apply)

- A. Sending real-time alerts
- B. Automatically escalating cases
- C. Extending SLA deadlines
- D. Predicting likelihood of delay

Answer: A,B,D

Question: 6

Which techniques are leveraged by Pega NLP for entity extraction in chatbot channels?
(Select all that apply)

- A. Pattern recognition
- B. Predefined taxonomy rules
- C. Machine learning algorithms
- D. Static keyword matching

Answer: A,B,C

Question: 7

What is the purpose of a decision strategy in Pega?

- A. To create static business rules
- B. To collect customer interaction data
- C. To define a structured approach for making business decisions
- D. To automate workflow management

Answer: C

Question: 8

Which data type is primarily used as input for a decision strategy?

- A. Static configuration files
- B. Competitor analytics
- C. Historical data
- D. Real-time interaction data

Answer: D

Question: 9

How does Pega's governance framework ensure fairness in predictions?

- A. By removing real-time feedback
- B. By implementing bias detection and mitigation mechanisms
- C. By prioritizing historical data over real-time data
- D. By using only rule-based decision strategies

Answer: B

Question: 10

What is the role of Next-Best-Action in the Customer Decision Hub?

- A. To identify the most appropriate action or offer for a customer at a given time
- B. To enforce static business rules
- C. To generate sales reports
- D. To archive historical data

Answer: A

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