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## Question: 1

You have been asked to create a pie chart that shows the number of cases each manager has created. A list report contains columns for manager name, case ID, and office. How do you configure the list report in order to create the pie chart?

- A. Summarize the manager name column.
- B. Group the manager name column.
- C. Group the case ID column.
- D. Summarize the case ID column.

**Answer: D**

## Question: 2

A list report includes columns for purchase requests and regional cost centers. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

- A. Use the purchase requests column to group the cost centers.
- B. Filter the results so that only cost center and purchase requests are included in the report.
- C. Summarize the regional cost centers by count.
- D. Summarize the purchase requests column by count.

**Answer: D**

## Question: 3

You have created a new report that contains a list of employees, hire dates, and managers. You have been asked to display each manager in a row. Beneath each manager row, you must list the employees of the manager and their hire dates. How do you support this request?

- A. Summarize the manager column.
- B. Sort the manager column.
- C. Group the manager column.
- D. Filter the manager column.

**Answer: C**

## Question: 4

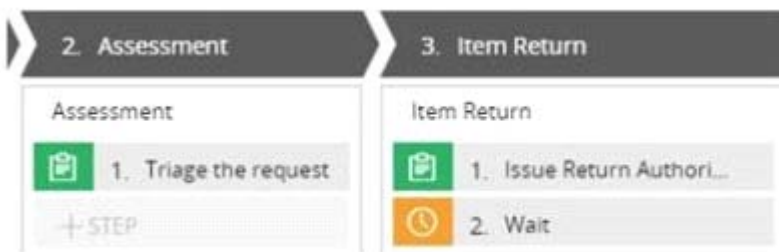
The Pega Business Architect's main focus is on which of the following? (Choose three)

- A. Business value assessment
- B. Communications with project sponsors and stakeholders
- C. Rule re-usability
- D. Design integrations with external applications
- E. Portal design and implementation
- F. Business benefits

**Answer: A,C,F**

## Question: 5

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

**Answer: C**

## Question: 6

You are developing a car maintenance application for a car service center. Specific services are performed by different teams. Example services are oil changes, tire rotations, and windshield wiper inspections.

Which two configuration options perform the correct assignment routing? (Choose Two)

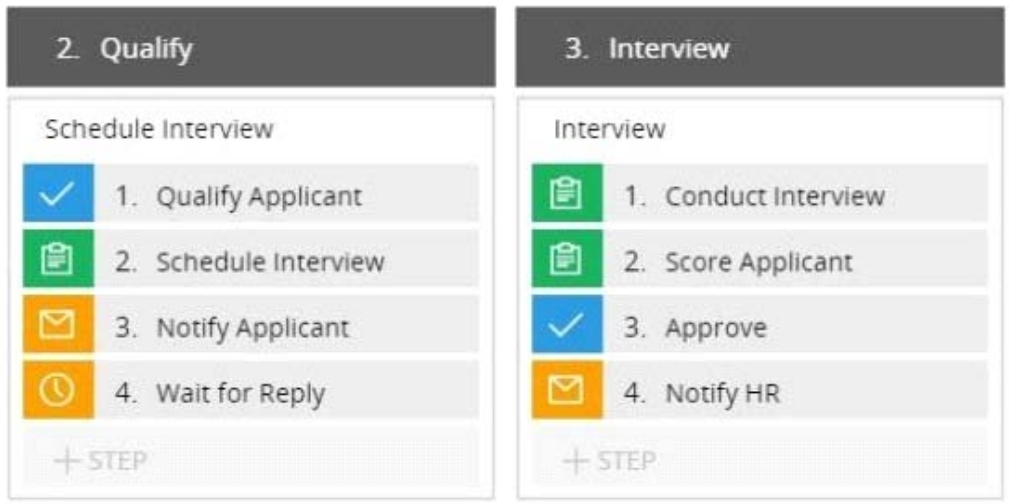
- A. Configure all assignments to route to the service manager who then assigns the tasks to the specific team.

- B. Configure routing to use business logic to assign tasks to the appropriate team using the type of service.
- C. Configure single level approval routing to a supervisor who assigns the task to the specific team.
- D. Configure routing to a skilled work group using the appropriate skill parameters for the selected service.

**Answer: BD**

**Question: 7**

In the following partial case life cycle, a manager must contact a job applicant to schedule an interview. The interview should be scheduled within 2 business days after the manager qualifies the applicant, although 1 business day is preferable.



To meet this requirement, you apply a goal and deadline to the \_\_\_\_\_.

- A. Case type
- B. Schedule Interview process
- C. Interview stage
- D. Schedule Interview step

**Answer: D**

**Question: 8**

A manager has reviewed a case and has decided to increase the case urgency and escalate to HR. HR must review and respond within four business hours. Which three configuration options are needed to enable the manager to satisfy the requirements? (Choose Three)

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- A. Provide notification to HR requesting urgency be increased.
  - B. Provide a service level for the HR assignment.
  - C. Provide escalation action to HR and resolve the case.
  - D. Provide a field for urgency adjustment.
  - E. Provide a local action to transfer the assignment to another queue.

**Answer: BDE**

### Question: 9

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim.

How do you configure the resolve process to support this requirement?

- A. Add a Send Email step as an optional action.
- B. Add a Send Email step and include all required parties.
- C. Route the email to all the recipients in a Collect Information step.
- D. Route an Approval step to the required parties.

**Answer: B**

### Question: 10

When processing an auto accident claim, the system requires three approvals: Approval from the adjuster who inspected the car, approval from the medical administrator who provided medical care to the insured, and approval from the insurance agent who verified the claim.

How do you implement this requirement so each approver can work independently?

- A. Create three assignments and route to the appropriate approver.
- B. Create an approval step with cascading approval.
- C. Route to a workbasket where all three roles have access.
- D. Create business logic to route to the different approvers.

**Answer: A**