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Shared by Conway on 09-08-2024

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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?

Options:

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 and enable email notifications on the case type.

D- Add an Approve/Reject step with mobile approval enabled and a Send Email step.

Answer:

A

Explanation:

To enable sales managers to approve sales quote proposals by email and from a mobile device, you need to add an Approve/Reject step to the case life cycle and enable email and mobile approval. This option allows sales managers to approve or reject the proposal by

replying to an email message or by using a mobile app. The other options are either incorrect or irrelevant for this requirement.

Reference: https://docs-previous.pega.com/case-management/87/approving-rejecting-cases-email https://docs-previous.pega.com/case-management/87/approving-rejecting-cases-mobile-devices

Question 2

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

Options:

A- Configure a service level to send a notification to the assigned user.

B- Configure the case type to send assignment notifications to assigned users.

C- Add a Send Notification step to the process after the assignment to notify the assigned user.

D- Add a Send Email step to the process before the assignment to notify the assigned user.

Answer:

B

Explanation:

To inform a user by email when an assignment is added to the user's worklist, you need to configure the case type to send assignment notifications to assigned users. This option enables email notifications for all assignments in the case type. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/case-management/87/sending-email-notifications

Question 3

Question Type: MultipleChoice

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?

Options:

A- Repair

B- Verification

C- Submission

D- Review

Answer:

A

Explanation:

The Repair phase can be implemented as a child case because it represents work that is performed by a third party and can be processed in parallel with other phases. A child case also allows for different reporting options and time frames for the repair work. The other phases are part of the main business process and should be implemented as steps or stages in the top-level case. Reference: https://academy.pega.com/topic/child-cases/v1

Question 4

Question Type: MultipleChoice

An event center has a case type that allows customers to book a dining room for events. After customers provide basic information and indicate whether they want catering for the event, the following behavior occurs:

If customers do not ask for catering, they receive a rental rate quote for the dining room.

If customers indicate that they want catering for the event, they must choose a menu before they can receive a quote.

Which two options do you use to configure the case type to achieve the requested behavior' (Choose Two)

Options:

A- Create a process for customers to indicate menu preferences. Add the process as a case-wide optional action.

B- Create parallel processes for providing menu preferences and for providing the customer with the rental rate quote.

C- Create a checkbox for customers to indicate whether they want catering for the event. Add a decision shape that evaluates whether the customer checks the box.

D- Configure the menu preferences and appointment date fields with a visibility condition if the customer selects the catering checkbox.

Answer:

C, D

Explanation:

To display the Select hotel amenities section only if customers indicate that they want catering for the event, you need to create a checkbox for customers to select and add a decision shape that evaluates whether the checkbox is selected or not. If the checkbox is selected, the case life cycle proceeds to the Select hotel amenities section; otherwise, it skips that section and goes to the next step. You also need to configure the menu preferences and appointment date fields with a visibility condition that depends on the checkbox value, so that they are only displayed when customers want catering for the event. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/user-interface/87/controlling-visibility-ui-elements https://docs-previous.pega.com/case-management/87/adding-decision-shapes-case-life-cycles

Question 5

Hospital staff members enter appointment details including relevant patient information, diagnoses, lab orders, and prescribed medication. This information is aggregated in the Patient visit summary view. The patient receives a copy of this view through email.

Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

Options:
A- Add a Create PDF automation that references the Patient visit summary view.

B- Add a Send Email step and enable the option to include attachments.

C- Enable email notifications on the case type.

D- Add a Send Email step and compose the message to reference the relevant properties.

Answer:

A, B

Explanation:

To send a copy of the Patient visit summary view through email, you need to first create a PDF file of the view by using a Create PDF automation that references the view. Then, you need to add a Send Email step to the case life cycle and enable the option to include attachments. You can then select the PDF file as an attachment and send it to the patient's email address. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/automating-work/87/creating-pdf-files https://docs-previous.pega.com/case-management/87/sending-emails

Question 6

Question Type: **MultipleChoice**

How do you guide users through an application form without requiring user training?

Options:

A- Send a notification to the assigned user.

B- Add an instruction to the assignment.

C- Add an optional action to the case to explain the task.

D- Add the corresponding step to an appropriate stage.

Answer:

B

Explanation:

To guide users through an application form without requiring user training, you can add an instruction to the assignment that explains what users need to do in that step of the case life cycle. The instruction can provide helpful tips, examples, or links to more information. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/case-management/87/adding-instructions-assignments

Question 7

A reservation process allows customers to reserve a flight, hotel room, and rental car as part of a travel Itinerary. Which configuration displays the Select hotel amenities section only if a user selects the Add amenities check box?

Options:

A- A disable condition (when rule) applied to the Add amenities check box

B- A disable condition (when rule) applied to the Select hotel amenities section

C- A required condition (when rule) applied to the Add amenities check box

D- A visibility condition (when rule) applied to the Select hotel amenities section

Answer:

D

Explanation:

To display the Select hotel amenities section only if a user selects the Add amenities check box, you need to apply a visibility condition (when rule) to the section. The when rule can check whether the Add amenities check box is selected or not, and show or hide the section accordingly. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/user-interface/87/controlling-visibility-ui-elements

Question 8

All managers need to view the Employee vacation requests report in their Manager portal dashboards. Only managers have access to this report. Which configuration do you perform to fulfill these requirements?

Options:

A- Create a new landing page on the Manager portal with the new report saved in a public category.

B- Add a report widget to the Manager portal dashboard, and then click Publish.

C- Add the report to a public category, and then add the out-of-the-box Reports landing page to the Manager portal.

D- Add a report widget to the Manager portal dashboard, and then click Publish to default.

Answer:

B

Explanation:

To display the Employee vacation requests report in the Manager portal dashboards, you need to add a report widget to the dashboard and publish it. This will make the report visible to all managers who have access to the Manager portal. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/reporting/87/adding-report-widgets-dashboards

Question 9

An order form provides four options from which customers select one option.

According to best practice, which of the following two UI control types can be used to minimize clutter on the order form? (Choose Two)

Options:

A- Autocomplete

B- Checkbox

C- Radio buttons

D- Dropdown

Answer:

A, D

Explanation:

Autocomplete and dropdown controls can be used to minimize clutter on the order form because they do not display all the options until the user clicks or types in the control. This helps reduce the space occupied by the UI elements and makes the form more compact and clear. Checkbox and radio buttons controls display all the options on the form, which can create clutter if there are many options to choose from. Reference: https://academy.pega.com/topic/user-interface-controls/v1
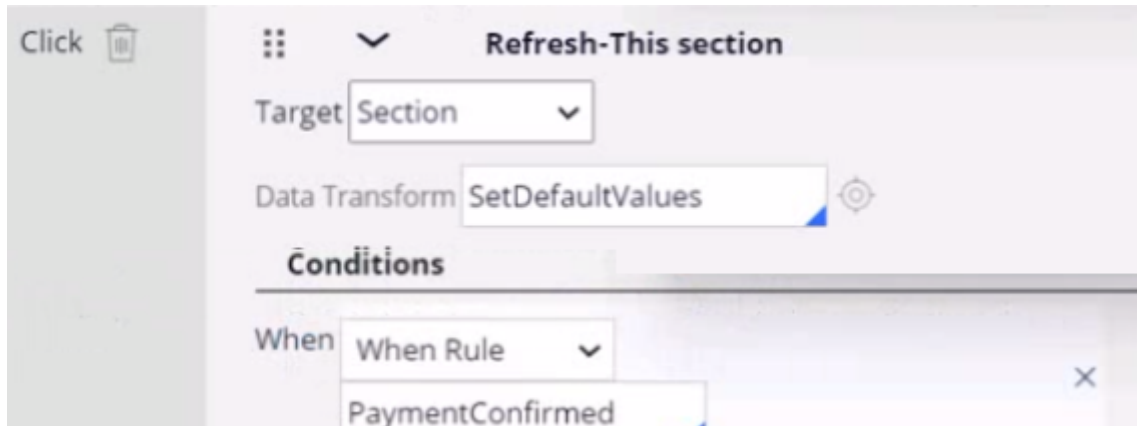
Question 10

Question Type: OrderList

A developer configures a button with the action set as shown in the following image.

Click 🗑

⋮ ⌄ **Refresh-This section**

Target Section ⌄

Data Transform SetDefaultValues ◎

Conditions

When When Rule ⌄ ✕

PaymentConfirmed

Place the events in the order they occur.

Events   **Order events occur**

| The order ID value is set to the value of the confirmation number if the system confirms the payment. |

| The system applies a data transform. |

| The system refreshes the section. |

| A user clicks the button. |

⟩
⟨

Answer:

The system... of the confirmation...