Free Questions for PEGAPCBA87V1 by certsdeals

Shared by Dillon on 22-07-2024

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Question 1

Question Type: MultipleChoice

In an insurance claim application, you have the following requirement: All claims must be resolved within 30 days. To meet this requirement you configure a service level. Where should the service level be configured?

Options:

A- The case type

B- The process

C- The stage

D- The step

Answer:

A

Explanation:

To meet the requirement that all claims must be resolved within 30 days, you need to configure a service level on the case type. A service level on the case type defines a goal and deadline for resolving a case. You can also define actions to take when a case reaches or exceeds its goal or deadline, such as sending an email notification or escalating the urgency. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/case-management/87/defining-service-levels-case-types

Question 2

Question Type: **MultipleChoice**

How do you indicate the progress of a case towards resolution?

Options:

A- Configure a case notes field to capture progress information.

B- Update the case status on the appropriate steps.

C- Design intent-driven user interfaces.

D- Apply service levels to the assignment steps.

Answer:

B

Explanation:

To indicate the progress of a case towards resolution, you need to update the case status on the appropriate steps. The case status reflects the current state of a case and helps users track its progress. You can use standard statuses such as New, Pending-Approval, or Resolved-Completed, or define custom statuses for your application. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/case-management/87/updating-case-status

Question 3

Question Type: **MultipleChoice**

In a claims application, customers can file home insurance claims. Each claim contains a list of items of loss. Depending on the situation, some claims are investigated for potential fraud in parallel to the actual claim process.

Which two case types do you create to support this scenario? (Choose Two)

Options:

A- Items of loss

B- Claim

C- Customer

D- Fraud investigation

Answer:

A, D

Explanation:

These two case types can support the scenario of filing home insurance claims with items of loss and potential fraud investigation. Items of loss can be implemented as a child case type that represents each item that is claimed by the customer. Fraud investigation can be implemented as a parallel process that runs in the background while the main claim process is ongoing. The other options are either incorrect or irrelevant for this scenario. Reference: https://academy.pega.com/topic/child-cases/v1 https://academy.pega.com/topic/parallel-processes/v1

Question 4

Question Type: **MultipleChoice**

Which requirement do you satisfy by using a Wait step?

Options:

A- An Accident Claim case pauses until a user uploads an accident image.

B- An Accident Claim case pauses until 48 hours after the accident.

C- An Accident Claim case pauses until an email is sent to the user.

D- An Accident Claim case pauses until a manager approves the request.

Answer:

B

Explanation:

This requirement can be satisfied by using a Wait step with a Timer wait type that pauses a case until a set date/time interval expires or until a reference date/time is reached. In this case, the Wait step can be configured to pause the Accident Claim case for 48 hours after the accident date/time property value. The other requirements do not involve pausing a case based on a timer or a case dependency, but rather on user actions or inputs. Reference: https://academy.pega.com/topic/case-workflow-dependency/v1

Question 5

Question Type: MultipleChoice

Which scenario is a use case for the Wait step?

Options:

A- The customer needs to log in to their account before receiving a membership discount on an online purchase.

B- An agent need to send a confirmation email to an insured customer after they complete a form.

C- A payroll user cannot process a salary increase until the department manager approves the increase.

D- The customer cannot complete an application for a checking account until a bank representative reviews their credit report.

Answer:

C

Explanation:

This scenario is a use case for the Wait step because it involves pausing a case until another case reaches a certain status. The salary increase case can be configured to wait for the approval case to reach a Resolved-Approved status before continuing to process the increase. The other scenarios do not involve pausing a case based on a timer or a case dependency, but rather on user actions or inputs. Reference: https://academy.pega.com/topic/case-workflow-dependency/v1

Question 6

Question Type: MultipleChoice

In a boat repair case type, clients can set their boat type as Powered, Sail, or Row. During the Inspection stage, the Inspect Boat process prompts technicians to inspect the common parts of all boats. However, if .boatType = 'Sail,' the technicians are additionally prompted to complete the Inspect Sailboat process.

How do you configure the case life cycle to achieve this behavior?

Options:

A- Configure the Inspect Boat process to start if the .boatTypc is not Powered'- Otherwise, the process is skipped.

B- Configure the Inspect Sailboat process to start if the .boatType = 'Sail'. Otherwise, the process is skipped.

C- Configure the Inspect Boat process to start if the .boatType = 'Sail'. Otherwise, the process is skipped.

D- Configure the Inspect Sailboat process to start if the .boatType is not 'Powered'. Otherwise, the process is skipped.

Answer:

B

Explanation:

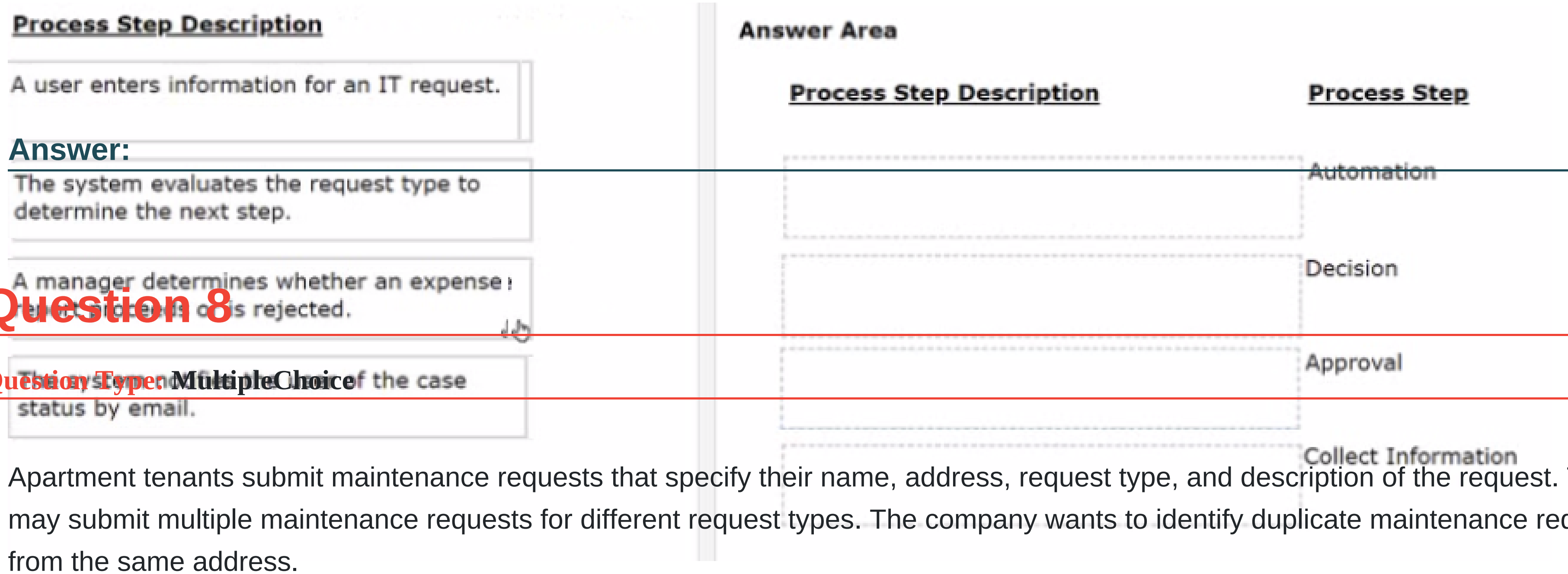
To display the Inspect Sailboat process only if .boatType = 'Sail', you need to configure the process to start if the .boatType property equals 'Sail'. Otherwise, the process is skipped and the case life cycle continues to the next step. This way, only sailboats are inspected for sail-specific parts, while other boat types are inspected for common parts only. The other options are either incorrect or irrelevant for this requirement. Reference: https://docs-previous.pega.com/case-management/87/adding-processes-case-life-cycles

Question 7

Question Type: DragDrop

Select each Process Step Description on the left and drag it to the appropriate Process Step on the right.

Answer:



Question 8

Question Type: MultipleChoice

Apartment tenants submit maintenance requests that specify their name, address, request type, and description of the request. Tenants may submit multiple maintenance requests for different request types. The company wants to identify duplicate maintenance requests from the same address.

Which two configurations, when used together on the Search duplicate cases step, achieve this goal? (Choose Two)

Options:

A- Configure the apartment address as a basic condition.

B- Configure the apartment address as a weighted condition.

C- Configure the tenant name as a basic condition.

D- Configure the request type as a weighted condition.

Answer:

A, C

Explanation:

To identify duplicate maintenance requests from the same address, you need to configure the apartment address and the tenant name as basic conditions on the Search duplicate cases step. Basic conditions are fields that must match exactly for cases to be considered duplicates. The request type is not relevant for identifying duplicates, and weighted conditions are used for fields that may have similar but not exact values. Reference: https://docs-previous.pega.com/case-management/87/searching-duplicate-cases

Question 9

Question Type: MultipleChoice

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?

Options:

A- Route an Approval step to the required participants.

B- Add a Send Email step and include all required participants.

C- Route the email to all the recipients in a Collect Information step.

D- Add a Send Email step as an optional action.

Answer:

B

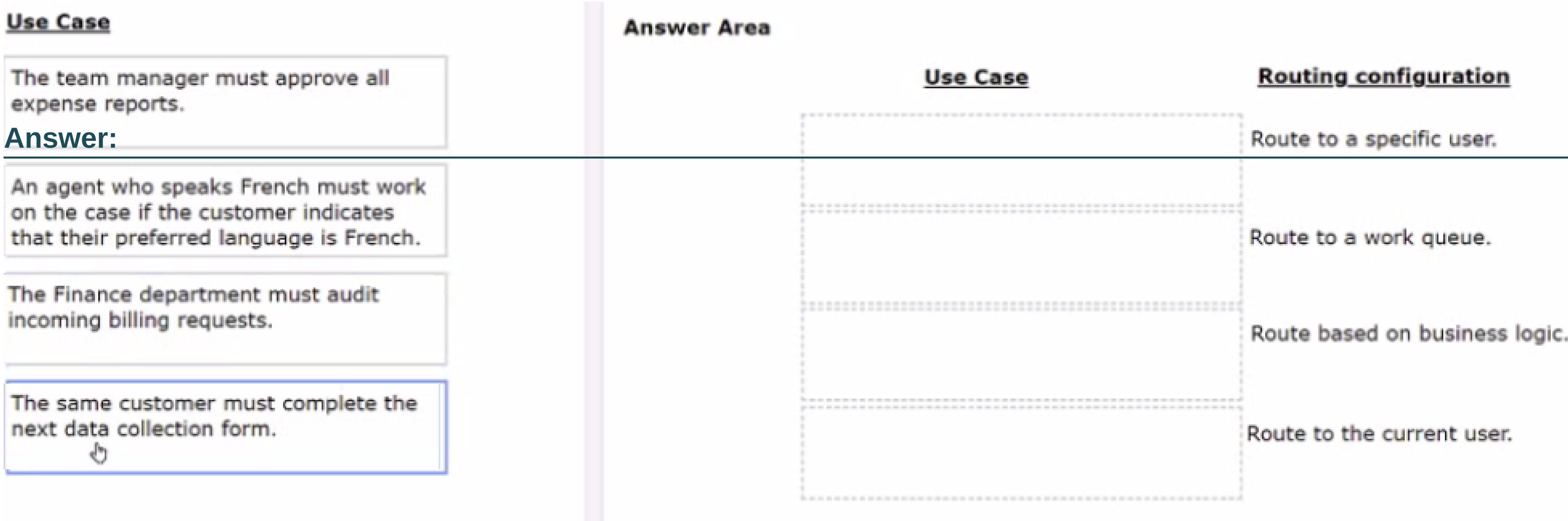
Explanation:

To send email notifications automatically to the adjuster, the insured party, and the insurance agent when an auto accident claim is resolved, you need to add a Send Email step to the resolve process and include all required participants as recipients. You can use fields, participants, or user references to identify the recipients. The other options are either incorrect or irrelevant for this requirement. Reference: https://academy.pega.com/topic/email-correspondence/v1 https://docs-previous.pega.com/case-management/87/sending-emails

Question 10

Question Type: DragDrop

Select each Use Case on the left and drag it to the appropriate Routing configuration on the right.



Answer: