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NEW QUESTION: 1

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance by using a call center while more experienced customers prefer using the online company forum.

Which three of the following statements are true? (Choose Three)

- A. Experienced customer obtains troubleshooting assistance by using the online forum is a microjourney
- B. Customer obtains troubleshooting assistance is a journey
- C. New customer obtains troubleshooting assistance by using a call center is a microjourney
- D. New customer obtains troubleshooting assistance by using a call center is a journey
- E. Experienced customer obtains troubleshooting assistance by using the online forum is a journey
- F. Customer obtains troubleshooting assistance is a microjourney

Answer: (SHOW ANSWER)

NEW QUESTION: 2

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.

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

- A. Configure the case type to create temporary cases.
- B. Configure the stage to resolve the case.
- C. Add a Persist case step to the case life cycle.
- D. Add a decision shape to the process.

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 3

A requirement states: When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount.

Select the case type relationship that satisfies the requirement.

- A. Configure hotel review as a child case of the checkout request.
- B. Configure both checkout request and hotel review as top-level cases.
- C. Configure hotel review as a parallel process to the checkout request.
- D. Configure checkout request as a child case of hotel review.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 4

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars.

Which routing approach do you use?

- A. Route to a skilled member of a work group.
- B. Route requests to a skilled work group.
- C. Route the request to a manager who assigns the agent.
- D. Route to a work group based on the location.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 5

Select each application design requirement on the left and drag it to the appropriate design approach on the right.

Application Design Requirement

Present the user with fields relevant to the current task.

Guide the user to perform the expected task.

Record the justification for an action taken on a case.

Inform the user of a pending assignment.

Answer Area

Application Design Requirement

Design Approach

Assignment instruction

Intent-driven UI

Assignment notification

Audit note

Answer:

Application Design Requirement

Present the user with fields relevant to the current task.

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Answer Area

Application Design Requirement

Design Approach

Guide the user to perform the expected task.

Present the user with fields relevant to the current task.

Inform the user of a pending assignment.

Record the justification for an action taken on a case.

Assignment instruction

Intent-driven UI

Assignment notification

Audit note

NEW QUESTION: 6

How do you provide users with guidance for completing a form and avoid the need for application training?

- A. Add the corresponding step to an appropriate stage.
- B. Add an optional action to the case to explain the task.
- C. Add an instruction to the assignment.
- D. Send a notification to the assigned user.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 7

Consider the following user story:

As a customer, I want to be able to cancel an open service request at any time.

Select the configuration option that satisfies the user story.

- A. Add an alternate stage to the case life cycle.
- B. Configure the Cancel button on the user views to resolve the case.
- C. Add a stage-only action to each stage in the case workflow.
- D. Add a case wide action to the case workflow.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst who joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?

- A. Update the Author role to include the required analyst reports.
- B. Add the analyst to both the Author role and the Case Manager channel interface.
- C. Create a new Analyst role with the required access.
- D. Add the analyst to the Manager role.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 9

Choose two use cases that require the configuration of conditional paths within the case type. (Choose Two)

- A. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.
- B. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.
- C. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.
- D. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 10

In a purchase order case the vendor assigned might not respond to a customer query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

- A. Set the goal to be the desired response time based on policy and send notifications to both parties.
- B. Set the deadline to be the required response time based on policy and send notifications to both parties.
- C. Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- D. Set the goal to be the required response time based on policy and send notifications to both parties.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 11

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list.

How do you design the report to support this requirement?

- A. Add a filter condition where Create Date is greater than the current date.
- B. Make the Create Date the first column in the report.
- C. Select Lowest to Highest sort type for Create Date.
- D. Select Highest to Lowest sort type for Create Date.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee.

To meet this requirement, you design a case with a_____.

- A. stage to route requests to the manager
- B. process that routes to the manager
- C. change stage step to allow the employee to route to the manager
- D. step that routes to the manager

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 13

A retail company wants to provide a tracking tool for customers to enter their order number and see the order status, package location, and estimated delivery date. A small number of customers have requested a visualization tool that allows them to see a map with the path their package has traveled.

Which option fits the scope for the minimum lovable product (MLP) based on Pega best practices?

- A. A view that updates with order status and delivery date details when the customer enters the order number
- B. A view that presents the order status, delivery date details, and a map with the path the package has traveled
- C. A view where the customer can enter their order number
- D. A view that presents the order status and delivery date details

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 14

You are designing a medical claim case type and have the following requirement: Medical claims must be resolved within five days.

To meet this requirement, you must set the _____ in the service level to five days.

- A. urgency
- B. goal
- C. deadline
- D. priority

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 15

How do you route an assignment so that any available member of the Finance department can perform the task?

- A. Route the assignment to the admin user ID.
- B. Route the assignment to a work queue.
- C. Route the assignment separately to all members.
- D. Route the assignment to a work list.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 16

You are defining a view for a loan application. If the loan applicant indicates that there is an existing open account, the Date account opened must be before the current date.

How do you configure the case type to verify that the value of Date account opened is in the past?

- A. Use a calendar control.
- B. Use a validation condition.
- C. Use a when condition.
- D. Use a pick list control.

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 17

A team is developing a new customer-focused application. The team wants to achieve the maximum benefits of application adoption.

Select each example on the left and drag it to the appropriate design concept on the right.

Examples	Answer Area	Design concepts
The team collects information about customer challenges and needs.	Example	Design systems
The customer performs a click-through to ensure that the application is working as designed.		Prototyping
The team uses a low-code theme and visual best practices to create a consistent customer experience.		User research
The team creates whiteboard designs of preliminary solution ideas.		Goal alignment
The team clarifies, refines, and prioritizes customer, business, and technical objectives.		User testing

Answer:

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