

DUMPSBOSS.

Certified Pega Business Architect (CPBA) 73V1

Pegasystems PEGACPBA73V1

Version Demo

Total Demo Questions: 10

Total Premium Questions: 49

Buy Premium PDF

<https://dumpsboss.co>

support@dumpsboss.co

support@dumpsboss.co
dumpsboss.co

QUESTION NO: 1

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)

- 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: B D E

QUESTION NO: 2

Consider this requirement for a business transaction:

An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.

*If approved, the request is forwarded to the Fulfillment department.

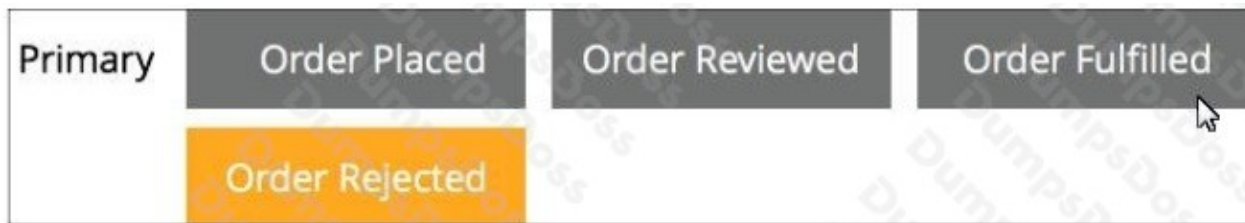
*If the manager rejects the request, it is sent back to the employee for reconciliation or cancellation.

* The Fulfillment department will process the request if the requested items are in stock.

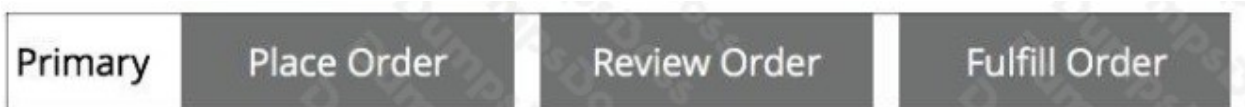
Select the case life cycle design that most closely follows the guidelines for identifying and naming stages. A)



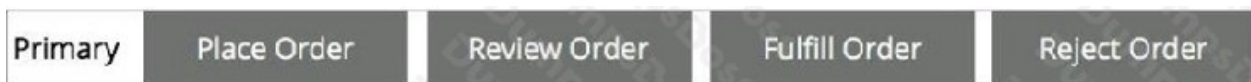
B)



C)



D)



- A. Option A
- B. Option B
- C. Option C
- D. Option D

ANSWER: A

QUESTION NO: 3

Consider the following scenario:

*During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview.

*Next, an email invitation is sent to the candidate.

*During the interview, the hiring manager captures notes from the discussion.

*Finally, the candidate is assigned a technical exercise and the results are added to the case.

Select two step names that follow the guidelines for identifying and naming the steps in the process. (Choose Two)

- A. Schedule Interview
- B. Notify Candidate
- C. Ask Questions

D. Technical Exercise

ANSWER: A B

QUESTION NO: 4

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: B D

QUESTION NO: 5

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

ANSWER: D

QUESTION NO: 6

In a purchase order case the vendor assigned might not respond to a customer's 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 required response time based on policy and send notifications to both parties.
- B. Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- C. Set the deadline to be the required response time based on policy and send notifications to both parties.
- D. Set the goal to be the desired response time based on policy and send notifications to both parties.

ANSWER: C D

QUESTION NO: 7

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation. If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled.

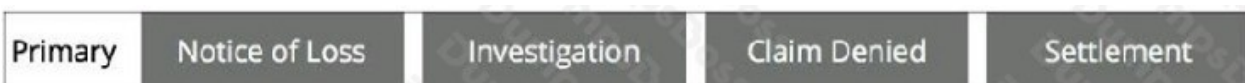
Select the case life cycle design that most closely follows the guidelines for identifying and naming stages. A)



B)



C)



D)



- A. Option A
- B. Option B
- C. Option C
- D. Option D

ANSWER: A

QUESTION NO: 8

Consider the following scenario:

An employee submits a request to purchase equipment. The request is sent to the manager for review. If approved, the request is forwarded to the Fulfillment department.

How do you name the step where the request is sent to the manager?

- A. Approve Employee Request
- B. Request Approval
- C. Review Request
- D. Manager Approves Request

ANSWER: C

QUESTION NO: 9

You are defining a user view for a loan application. If the loan applicant indicates there are one or more open accounts, the Date account opened must be before the current date.

Select the approach that meets the validation requirements.

- A. Use a validate rule to verify the Date account opened is in the past.
- B. Use a calendar control to verify the Date account opened is in the past.
- C. Use a pick list control to verify the Date account opened is in the past.

D. Use a when rule to verify the Date account opened is in the past.

ANSWER: A

QUESTION NO: 10 - (DRAG DROP)

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

<u>Application Design Requirement</u>	<u>Answer Area</u>										
Present the user only with fields relevant to the current task.	<table border="1"><thead><tr><th><u>Application Design Requirement</u></th><th><u>Design Approach</u></th></tr></thead><tbody><tr><td></td><td>Assignment Instruction</td></tr><tr><td></td><td>Intent-driven UI</td></tr><tr><td></td><td>Assignment notification</td></tr><tr><td></td><td>Audit note</td></tr></tbody></table>	<u>Application Design Requirement</u>	<u>Design Approach</u>		Assignment Instruction		Intent-driven UI		Assignment notification		Audit note
<u>Application Design Requirement</u>	<u>Design Approach</u>										
	Assignment Instruction										
	Intent-driven UI										
	Assignment notification										
	Audit note										
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:

<u>Application Design Requirement</u>	<u>Answer Area</u>										
	<table border="1"><thead><tr><th><u>Application Design Requirement</u></th><th><u>Design Approach</u></th></tr></thead><tbody><tr><td>Guide the user to perform the expected task.</td><td>Assignment Instruction</td></tr><tr><td>Present the user only with fields relevant to the current task.</td><td>Intent-driven UI</td></tr><tr><td>Inform the user of a pending assignment.</td><td>Assignment notification</td></tr><tr><td>Record the justification for an action taken on a case.</td><td>Audit note</td></tr></tbody></table>	<u>Application Design Requirement</u>	<u>Design Approach</u>	Guide the user to perform the expected task.	Assignment Instruction	Present the user only with fields relevant to the current task.	Intent-driven UI	Inform the user of a pending assignment.	Assignment notification	Record the justification for an action taken on a case.	Audit note
<u>Application Design Requirement</u>	<u>Design Approach</u>										
Guide the user to perform the expected task.	Assignment Instruction										
Present the user only with fields relevant to the current task.	Intent-driven UI										
Inform the user of a pending assignment.	Assignment notification										
Record the justification for an action taken on a case.	Audit note										
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.											

Explanation:

1->2

2->1

3->4

4->3