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**Pega Certified Business Architect (PCBA) 84V1**

**Pegasystems PEGAPCBA84V1**

**Version Demo**

**Total Demo Questions: 10**

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## QUESTION NO: 1

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

- A. Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.
- B. Add each vehicle claim as a child case of the accident claim.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a parallel process for vehicle claims in the accident claim resolution stage.

**ANSWER: A C**

## QUESTION NO: 2

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

**ANSWER: D**

## QUESTION NO: 3

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. Select Highest to Lowest sort type for Create Date.

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

**ANSWER: A**

## QUESTION NO: 4

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

**ANSWER: B C F**

## QUESTION NO: 5

A customer refund case type requires an auditor to receive an email if the refund is greater than twice the price of the item.

Which participant role do you select to configure this requirement?

- A. Customer
- B. Work queue
- C. Interested individual
- D. Owner

**ANSWER: B**

## QUESTION NO: 6

Which two of the following use cases do you implement by using one or more calculated fields? (Choose Two)

- A. An accountant wants to list the largest order for the last month, for each customer account.
- B. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.
- C. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.
- D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

ANSWER: A D

## QUESTION NO: 7 - (HOTSPOT)

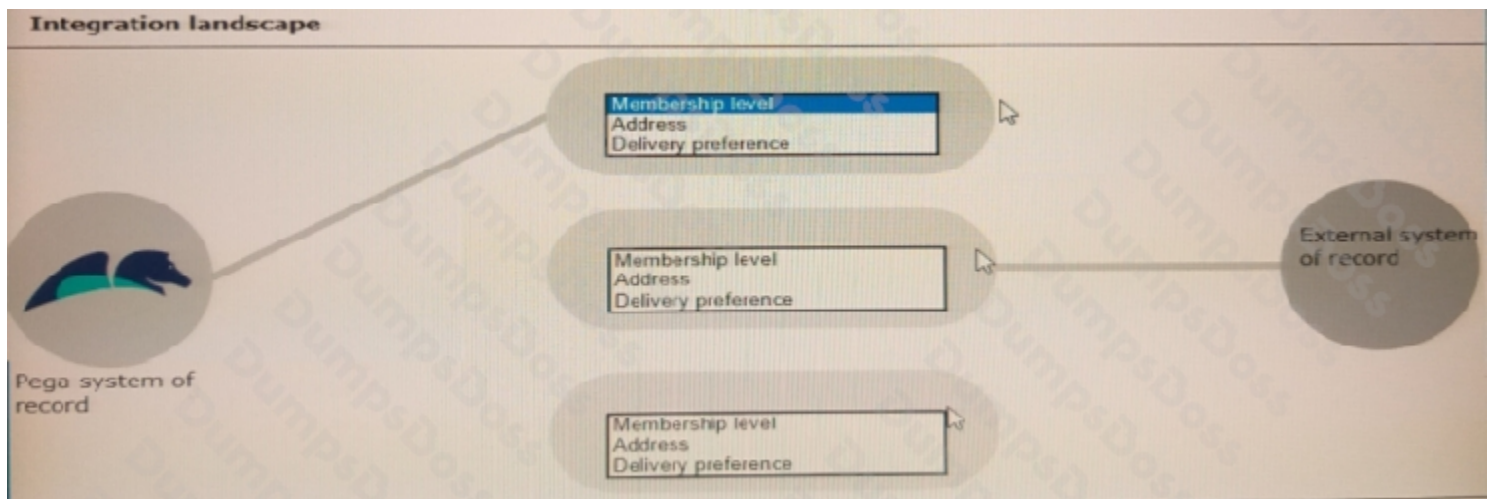
A shipping company uses a Pega application for order processing and fulfillment.

The Membership level locally-sourced data type indicates the membership level of the customer. The Address data type is used to verify the customer-entered billing and shipping addresses against a comprehensive database of postal addresses.

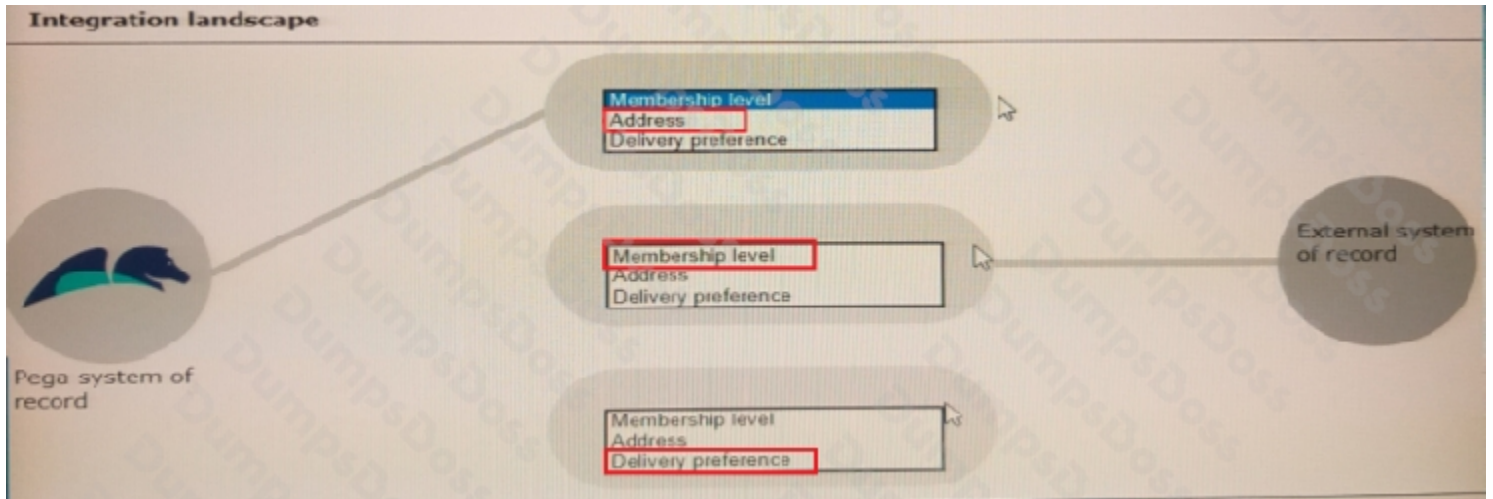
The Delivery preference data type specifies whether the customer prefers the delivery person to call the customer or ring the doorbell when dropping off a package.

In the graphic below, choose the appropriate data type based on how it is sourced.

Hot Area:



ANSWER:



**QUESTION NO: 8**

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. Add a decision shape to the process.
- C. Configure the stage to resolve the case.
- D. Add a Persist case step to the case life cycle.

**ANSWER: B D**

**QUESTION NO: 9**

In an insurance claim application, you have the following requirement: All claims must be processed within 1 week. To meet this requirement you configure a service level. Where should the service level be configured?

- A. The case type
- B. The stage
- C. The process
- D. The step

ANSWER: C

## QUESTION NO: 10 - (DRAG DROP)

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

Select and Place:

<u>Application Design Requirement</u>	<u>Answer Area</u>	
	<u>Application Design Requirement</u>	<u>Design Approach</u>
Present the user with fields relevant to the current task.		Assignment instruction
Guide the user to perform the expected task.		Intent-driven UI
Record the justification for an action taken on a case.		Assignment notification
Inform the user of a pending assignment.		Audit note

ANSWER: