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**Pegasystems PEGAPCBA87V1**

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## QUESTION NO: 1

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)

- A. Items of loss
- B. Claim
- C. Customer
- D. Fraud investigation

ANSWER: B D

## QUESTION NO: 2 - (DRAG DROP)

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

Process Step Description	Answer Area										
A user enters information for an IT request.	<table border="1"><thead><tr><th>Process Step Description</th><th>Process Step</th></tr></thead><tbody><tr><td></td><td>Automation</td></tr><tr><td></td><td>Decision</td></tr><tr><td></td><td>Approval</td></tr><tr><td></td><td>Collect Information</td></tr></tbody></table>	Process Step Description	Process Step		Automation		Decision		Approval		Collect Information
Process Step Description	Process Step										
	Automation										
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	Collect Information										
The system evaluates the request type to determine the next step.											
A manager determines whether an expense report proceeds or is rejected.											
The system notifies the user of the case status by email.											

ANSWER:

**Process Step Description**

- A user enters information for an IT request.
- The system evaluates the request type to determine the next step.
- A manager determines whether an expense report proceeds or is rejected.
- The system notifies the user of the case status by email.

**Answer Area**

**Process Step Description**

**Process Step**

- |   |                     |
|---|---------------------|
| The system notifies the user of the case status by email.               | Automation          |
| The system evaluates the request type to determine the next step.       | Decision            |
| A manager determines whether an expense report proceeds or is rejected. | Approval            |
| A user enters information for an IT request.                            | Collect Information |

**Explanation:**

**Process Step Description**

- A user enters information for an IT request.
- The system evaluates the request type to determine the next step.
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- The system notifies the user of the case status by email.

**Answer Area**

**Process Step Description**

**Process Step**

- |   |                     |
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| The system evaluates the request type to determine the next step.       | Decision            |
| A manager determines whether an expense report proceeds or is rejected. | Approval            |
| A user enters information for an IT request.                            | Collect Information |

**QUESTION NO: 3**

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- A. Apply an urgency value to the deadline interval.
- B. Adjust the default assignment urgency value.
- C. Apply an urgency value to the goal interval.
- D. Add an escalation action to the goal interval.

**ANSWER: B**

**Explanation:**

Adjusting the default assignment urgency value will increase the likelihood that the assignment is completed before the deadline.

## QUESTION NO: 4

You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.



How do you suspend the parent case processing until the child cases are resolved?

- A. Add an approval step to each of the child cases to resolve the cases.
- B. Add a wait step to the parent case pausing the parent case until the child cases resolve.
- C. Add a service level agreement to resolve the child cases within 90 days.
- D. Add a 30-day wait to the parent case to allow time for the child cases to resolve.

**ANSWER: B**

## QUESTION NO: 5

What two visualizations can you use to present insight data on the Explore Data landing page? (Choose Two)

- A. List
- B. CSV file
- C. Interactive chart
- D. Exportable data page

**ANSWER: A C**

## QUESTION NO: 6

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?

- A. Configure the Inspect Boat process to start if the `.boatType` 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**

## QUESTION NO: 7

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)

- 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**

## QUESTION NO: 8

Which requirement do you satisfy by using a Wait step?

- 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**

## QUESTION NO: 9 - (HOTSPOT)

In the Answer Area, identify the type of data measured in each report.

Answer Area

Report	Type of Data	
	Business Data	Process Data
Number of customer support cases handled per month	<input type="radio"/>	<input type="radio"/>
Profit margin by types of goods sold monthly	<input type="radio"/>	<input type="radio"/>
Sales training investment versus annual revenue	<input type="radio"/>	<input type="radio"/>
Average number of days for customer deliveries	<input type="radio"/>	<input type="radio"/>

ANSWER:

Report	Type of Data	
	Business Data	Process Data
Number of customer support cases handled per month	<input type="radio"/>	<input checked="" type="radio"/>
Profit margin by types of goods sold monthly	<input checked="" type="radio"/>	<input type="radio"/>
Sales training investment versus annual revenue	<input checked="" type="radio"/>	<input type="radio"/>
Average number of days for customer deliveries	<input type="radio"/>	<input checked="" type="radio"/>

Explanation:

## Answer Area

<u>Report</u>	<u>Type of Data</u>	
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Number of customer support cases handled per month	<input type="radio"/>	<input checked="" type="radio"/>
Profit margin by types of goods sold monthly	<input checked="" type="radio"/>	<input type="radio"/>
Sales training investment versus annual revenue	<input checked="" type="radio"/>	<input type="radio"/>
Average number of days for customer deliveries	<input type="radio"/>	<input checked="" type="radio"/>

## QUESTION NO: 10

Which two options can you configure for a mobile app channel? (Choose Two)

- A. Define security behavior for a mobile app such as biometric Identifiers.
- B. Define the UI behavior for each view in a case type when the case is displayed on a mobile device.
- C. Design how UI elements render across different mobile devices.
- D. Manage administrative functions such as access to log files.

**ANSWER: A C**