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Topic Break Down

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QUESTION NO: 1

Identify three ways AI enables Pega Platform™ applications to achieve better outcomes. (Choose Three)

- A. Process and Task mining increases operational inefficiencies.
- B. AI-generated imagery entertains customers awaiting case resolution.
- C. Natural language processing (NLP) converts unstructured text to actionable data.
- D. Customer interactions are personalized with AI-generated next best actions.
- E. Predictive and adaptive analytics anticipate missed deadlines.

ANSWER: C D E

Explanation:

Natural language processing (NLP) converts unstructured text to actionable data because Pega AI capabilities can extract meaning, intent, and relevant entities from content such as emails, chat messages, and documents. This makes previously unstructured information available to case processing and decisioning, reducing manual interpretation and enabling timely, context-aware actions. Customer interactions are personalized with AI-generated next best actions because Pega Customer Decision Hub uses predictive and adaptive analytics to determine the most relevant action, treatment, or offer for an individual customer in the current context. This supports more relevant engagement across channels. Predictive and adaptive analytics anticipate missed deadlines because predictive models can identify cases with a greater likelihood of breaching service-level agreements, while adaptive models continuously learn from incoming outcomes. Teams can then prioritize at-risk work, escalate it, or take corrective action before a deadline is missed. Together, these capabilities improve automation, decision quality, customer relevance, and operational responsiveness. Pega describes AI-driven next-best-action decisioning and its use of predictive and adaptive analytics in [Pega Next-Best-Action documentation](#). Pega's text analytics capabilities are documented in [Pega Text Analytics documentation](#).

QUESTION NO: 2

A survey is sent to a customer via email. How do you configure a solution to ensure the email includes the case ID for the survey?

- A. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog
- B. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey
- C. Delegate a business rule so representatives can customize the email content as needed on a case-by-case basis
- D. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email

ANSWER: A

Explanation:

Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog. A Send Email step can dynamically populate the email subject or message body with values from the current case by inserting a property reference. Because the case ID is already available on the case clipboard, configuring the correspondence to insert that value ensures each recipient receives the identifier for the specific survey case without requiring manual entry or a representative's intervention. This approach keeps the email template reusable across all survey cases while resolving the inserted value at run time for the case being processed. For example, the case ID can be placed in the email body as part of a sentence directing the customer to reference that identifier in any follow-up communication. Pega's correspondence capabilities are designed to generate case-specific outbound messages through property-based content, and the Send Email step is the process configuration that sends that correspondence. See the [Pega Documentation portal](#) and the [Pega Academy](#) for documentation and training on correspondence and Send Email configuration.

QUESTION NO: 3

Which two statements are true about skipping Stages and Processes? (Choose Two)

- A. The system never skips Stages unless a Condition is present.
- B. You can add only one Condition to a Stage or Process.
- C. The system always skips Stages unless there is a Configuration to continue.
- D. A Process always begins unless a Condition is present.

ANSWER: A D

Explanation:

The system never skips Stages unless a Condition is present. In a case life cycle, a stage normally remains part of the case path and is entered when the case reaches it. To bypass a stage, the case type must be explicitly configured with a condition that determines when the stage is to be skipped. This makes the case path responsive to case data while preserving a predictable default progression.

A Process always begins unless a Condition is present. Processes within a stage likewise run by default when that stage is active. A process-level condition provides the configuration needed to prevent the process from running when the specified condition is met. Conditions therefore allow the case to omit work that is not applicable to the current case, such as optional verification or follow-up work, without requiring separate case types or duplicate life-cycle designs.

These behaviors support Pega's conditional case processing model: configure the relevant skip condition on the stage or process, and use case data to control whether that work is performed. See Pega Academy's [Case life cycle](#) topic and the Pega documentation on [case life cycle configuration](#).

QUESTION NO: 4

An Assignment uses the following Service-Level Agreement: Initial Urgency: 5, Goal: 12 hours (increase Urgency by 10), Deadline: 24 hours (increase Urgency by 15), Passed Deadline: 4 hours (increase Urgency by 20, limit to 5 events). What is the Assignment Urgency 36 hours after the Case reaches the Assignment?

- A. 70
- B. 90
- C. 50
- D. 85

ANSWER: B

Explanation:

90 is correct. Assignment urgency begins at 5. When the Goal is reached after 12 hours, the SLA adds 10 urgency points, bringing the urgency to 15. When the Deadline is reached after 24 hours, it adds a further 15 points, bringing the urgency to 30.

The passed-deadline escalation is then evaluated every 4 hours. By 36 hours, three passed-deadline intervals have occurred: at 28 hours, 32 hours, and 36 hours. Each interval adds 20 urgency points, so these three events contribute 60 points. The configured maximum of five passed-deadline events does not limit this calculation because only three events have occurred. Therefore, the final assignment urgency is $5 + 10 + 15 + (3 \times 20) = 90$.

In Pega, service-level agreements control escalation timing and can increase assignment urgency at the goal, deadline, and subsequent passed-deadline intervals. Assignment urgency is used by Pega to prioritize work in user worklists and work queues. See the Pega documentation on [service-level agreements](#) and [assignment urgency](#).

QUESTION NO: 5

A customer complaint Case identifies a possible product defect. The organization wants to create a product-quality investigation, but the complaint Case must be allowed to resolve without waiting for the investigation to finish.

How do you configure the relationship between the Case Types?

- A. Create the product-quality investigation as a child Case.
- B. Create the product-quality investigation as a spin-off Case.
- C. Create an optional action for the product-quality investigation.
- D. Create a data reference field for the product-quality investigation.

ANSWER: B

Explanation:

Create the product-quality investigation as a spin-off Case. A spin-off Case is appropriate for related work that begins from the current Case but can continue independently. The complaint Case can therefore resolve while the product-quality investigation remains open and follows its own lifecycle.

A child Case is more appropriate when the parent Case needs to coordinate or wait for the related work. Creating the investigation as an optional action does not establish the required independent Case relationship, and a data reference field associates data records rather than creating a related Case.

QUESTION NO: 6

Javi is a Pega Business Architect working on a project redesigning a fraud resolution process. Stakeholders want the Manager to manually distribute tasks to CSRs, but Javi and IT know task routing can be automated using Pega's Workflow Automation. What skill must Javi use to get the Business team to incorporate IT's proposed solution?

- A. Change management
- B. Communication and facilitation
- C. Process Design
- D. Analytical

ANSWER: B

Explanation:

Communication and facilitation is the skill Javi needs because the central challenge is achieving agreement between business stakeholders and the delivery team on an improved operating approach. Javi must clearly communicate how automated routing supports the fraud-resolution objectives, such as directing work to the appropriate CSR based on defined business conditions, reducing manual coordination, and improving consistency. Facilitation is equally important: Javi should lead a structured discussion that elicits stakeholder concerns, clarifies the manager's desired outcomes, and turns those needs into measurable routing requirements the Pega solution can implement.

A Pega Business Architect bridges business and technology by making solution behavior understandable in business terms and helping stakeholders make informed decisions. In this scenario, effective workshops, process walkthroughs, demonstrations, and agreement on routing criteria enable the business team to see how workflow automation meets the underlying need without retaining unnecessary manual assignment. This collaborative alignment helps ensure that the agreed design is both operationally acceptable and implementable in Pega. Pega's training resources describe the Business Architect role and its collaboration with stakeholders, while Pega documentation provides further information about designing case workflows: [Pega Academy](#) and [Pega Case Management overview](#).

QUESTION NO: 7 - (SIMULATION)

Consider this scenario.

A new Expense Report is submitted and must be reviewed. The assignment urgency and the initial urgency values are both set to 10.

The SLA starts when the assignment is created

If the goal elapses and the assignment is not yet completed, the assignment urgency is increase by 10

If the deadline elapses and the assignment is not yet completed, the assignment urgency increases by 10

If the passed deadline elapses and the assignment is not yet competed, the assignment urgency increases by 10

In the Answer Area, select the urgency for each milestone.

ANSWER: See the explanation for the answer

Explanation:

Selections:

Goal: **20**

Deadline: **30**

Passed deadline: **40**

The assignment begins with urgency 10. Each uncompleted SLA milestone increases urgency by 10, so the urgency progresses from 10 to 20 at Goal, 30 at Deadline, and 40 at Passed Deadline.

QUESTION NO: 8

Identify the Pega Rule that automatically maps response data from a custom prompt to a field or fields in the Data Model.

- A. Data Transform
- B. Data Page
- C. Pega GenAI Autopilot™
- D. GenAI Connect

ANSWER: D

Explanation:

GenAI Connect is the Pega rule used to define and invoke a custom generative-AI prompt and to map the generated response into the application's data model. A business architect configures the rule with the prompt instructions, contextual input values, and the expected response structure. The rule's response mapping associates values returned by the GenAI service with named properties on a target data object, allowing the application to use generated content directly in a case, view, or downstream workflow.

This automatic mapping is especially useful when a prompt returns structured business information, such as a summary, recommendation, classification, or extracted values. Rather than requiring a user or subsequent step to copy the response into individual fields, the GenAI Connect configuration establishes how response fields populate the relevant Pega properties. This makes the prompt integration reusable and keeps the GenAI interaction aligned with the application's data model and case-processing design. Pega describes GenAI Connect as the mechanism for connecting an application to generative-AI capabilities and configuring prompt-based interactions; see the [Pega Academy GenAI Connect topic](#) and the [Pega Platform documentation for the GenAI Connect rule](#).

QUESTION NO: 9

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

- A. Route the assignment to a work queue

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

ANSWER: A

Explanation:

Route the assignment to a work queue. In Pega, a work queue represents a shared pool of assignments that can be performed by appropriately authorized users. To make a Finance task available to any suitable Finance department member, configure the assignment's routing to the Finance work queue and associate that work queue with the relevant operator access group(s). Eligible users can then view the shared assignment in their work queue and select it for processing. This supports team-based work distribution without committing the task to one named operator at creation time. Pega also uses work queues with routing and pull-based processing patterns so that work can be handled by an available qualified user while retaining a single assignment and its audit history. The implementation should ensure that the Finance operators have the applicable access group, work queue association, and privileges required to open and process the case. For further details, see Pega Academy's material on [routing work](#) and Pega documentation on [work queues](#).

QUESTION NO: 10

Which two options are available when configuring a View? (Choose Two)

- A. Create a new field that uses a calculation function.
- B. Add new fields to the View.
- C. Create a new data object.
- D. Reuse saved Views.

ANSWER: B D

Explanation:

Views define the information that users see and work with at a stage or step in a case. **Add new fields to the View.** is available because a view can be configured to present the relevant case properties, enabling an author to select and organize the data that a user needs to enter or review. This keeps the interface aligned with the business task performed at that point in the case life cycle.

Reuse saved Views. is also available because views are reusable UI assets. Reusing a previously configured view promotes a consistent experience across case types and processes, avoids duplicating UI configuration, and makes subsequent maintenance easier: changes to the reusable view can be governed centrally rather than recreated in every location where the same information is displayed. In App Studio, the view configuration experience is therefore intended both to assemble fields for a particular interaction and to leverage existing view definitions when an established layout and field set already meet the requirement. Pega's guidance on building application user interfaces and using views is available through [Pega Academy](#) and the [Pega Documentation portal](#).

QUESTION NO: 11

In a Customer Service Case Type, customers can indicate interest in filling out a survey about their customer service experience. If the customer agrees to complete the survey, they proceed to the Customer Survey Stage. Otherwise, the Case resolves automatically. Which configuration satisfies this requirement?

- A. Configure the Customer Survey Stage to never skip.
- B. Configure the Processes in the Customer Survey Stage to start if the customer indicates interest in filling out a survey.
- C. Configure the Customer Survey Stage with a custom condition to skip when the customer does not indicate interest in filling out a survey.

D. Configure the Customer Survey Stage with a custom condition to start when the customer indicates interest in filling out a survey.

ANSWER: C

Explanation:

Configure the Customer Survey Stage with a custom condition to skip when the customer does not indicate interest in filling out a survey. This directly models the required case-life-cycle behavior at the stage level. The survey-interest response is captured in case data, and the stage's skip condition evaluates that value when Pega determines whether to enter the stage. When the customer indicates interest, the skip condition is not met, so the case enters the Customer Survey Stage and its configured processes can run. When the customer does not indicate interest, the condition is met and Pega skips the entire survey stage. Because there are no further stages to perform, the case can complete without presenting or executing survey work. This keeps the decision in the correct part of the case design: the stage controls whether that portion of the life cycle is applicable, while the processes inside the stage define work to be performed after the stage is entered. Pega's case life cycle uses stages to organize work and supports conditional progression through the life cycle, making a stage skip condition the appropriate configuration for an optional final activity. See Pega Academy's [Case life cycle](#) topic and the [Pega case life cycle documentation](#).

QUESTION NO: 12 - (SIMULATION)

The following view of a timesheet application an employee enters their hours for the week The total hours highlighted are automatically updated with the appropriate values as the fee enters their time.

The employee submits the timesheet. the following view is shown. The application reduces the vacation and sick time balances by the hours entered in the previous view.

ANSWER: See the explanation for the answer

Explanation:

Configure the fields as follows:

Total hours for each time type (work, vacation, and sick): Use a **Calculation**. Each total is derived by summing the daily hours entered for that category.

Cumulative total hours for the week: Use a **Calculation**. This value is derived by adding the work, vacation, and sick totals (or all daily hour values).

Updated vacation and sick-time balances after submission: Use a **Data Transform**. On submission, subtract the vacation and sick hours entered on the timesheet from the employee's existing balances and set the resulting balance properties.

Calculations are appropriate for derived, automatically refreshed numeric totals. A data transform is appropriate for updating related balance values when the employee submits the timesheet.

QUESTION NO: 13

Which two statements are true about insights? (Choose Two)

- A. You can transform sharable visualizations into data queries.
- B. You can search for and select the fields that you want to include in an insight.
- C. You can transform data queries into sharable visualizations.
- D. You can edit application data directly in an insight.

ANSWER: B C

Explanation:

Insights provide a self-service way for application users to explore data and present the results in a useful visual format. When creating an insight, users can search the available data fields and choose the fields that are relevant to the question they want to answer. Those selected fields can then be used to define the data set, apply grouping or filtering, and configure the information displayed in the visualization. This supports focused reporting without requiring a developer to create a dedicated report for every business question.

Insights also turn data-query results into visualizations that can be saved and shared with other authorized users. A visualization makes trends, totals, comparisons, and operational information easier to consume than raw query output alone. Sharing lets teams use a consistent view of application data for collaboration and decision-making while retaining the underlying insight configuration for later use. Pega describes Insights as tools for exploring and visualizing application data in App Studio; see the [Pega documentation on creating insights](#) and the [Pega Academy Insights topic](#).

QUESTION NO: 14

As a Pega Business Architect, with which three stakeholders do you collaborate to manage scope, timeline, and budget? (Choose Three)

- A. Project Delivery Lead
- B. Scrum Master
- C. Product Owner
- D. System Architect
- E. Business Analyst

ANSWER: A B C

Explanation:

A Pega Business Architect works closely with the **Project Delivery Lead**, **Scrum Master**, and **Product Owner** to keep delivery aligned with the project's scope, schedule, and funding constraints. The Project Delivery Lead provides delivery-level oversight, including coordination of resources, commitments, risks, budget considerations, and the overall delivery plan. The Business Architect supplies the business perspective needed to ensure those delivery decisions remain tied to intended outcomes and requirements.

The Scrum Master supports predictable iteration delivery by facilitating Scrum events, removing impediments, and helping the team maintain a sustainable cadence. This allows the Business Architect to surface requirement dependencies, clarify acceptance criteria, and address issues that could affect planned timelines. The Product Owner is essential for scope management because they own backlog prioritization and make value-based decisions about what should be delivered within available capacity. Together, the Business Architect and Product Owner refine and prioritize requirements so that the highest-value work is selected while respecting timeline and budget boundaries. Pega's delivery approach is grounded in agile, value-driven collaboration across these roles; see [Pega Academy](#) and the [Scrum Guide](#).

QUESTION NO: 15

Which two scenarios describe the appropriate use of an Approve/Reject Step? (Choose Two)

- A. Employees submit expense reports. If expenses are less than USD1000, the Case is routed to the employee's direct manager; otherwise, to the department manager.
- B. Employees submit self-evaluations. If the manager finds it sufficient, the Case continues; if not, it routes back to the employee.
- C. Customers place online orders, adding items, shipping, and payment information. Different teams handle fulfillment based on the department.
- D. Customers submit high-priority support requests. If validated as severity 1, the Case routes to a high-priority CSR; otherwise, to the general CSR Work Group.

ANSWER: A B**Explanation:**

An Approve/Reject step is appropriate when a case requires an authorized person to evaluate submitted information and select an approval outcome that determines how processing continues. In the expense-report scenario, the report requires management approval, and the appropriate manager can be selected according to the expense amount. The approval assignment provides the manager with the submitted report and allows the case to proceed according to the approval decision. This supports a common business process in which approval authority or the approver's work queue varies based on a threshold.

The self-evaluation scenario is also a direct use of an Approve/Reject step. A manager reviews the employee's submission and either accepts it, allowing the case to continue, or rejects it so that it returns to the employee for additional work. This makes the approval outcome a meaningful process decision and supports a review-and-rework cycle within the case life cycle.

Pega's case design features support modeling approval assignments and configuring the resulting flow behavior so that each approval outcome advances the case through the intended business process. See [Pega Academy](#) for case-management learning content and [Pega Documentation](#) for product documentation on case processing and workflow design.

QUESTION NO: 16

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

ANSWER: A**Explanation:**

Add a case wide action to the case workflow is correct because a case-wide action is available throughout the case life cycle, rather than being limited to one particular stage. This directly implements the requirement that a customer can cancel an *open* service request "at any time." The case-wide action can invoke a flow that performs the cancellation business process, such as collecting any required cancellation details, updating relevant properties, and resolving the case with an appropriate cancelled status. Pega presents case-wide actions in the Actions menu for users who have the required access, making the capability consistently accessible while the case remains open. This configuration also centralizes cancellation behavior in one reusable process, so the cancellation policy and resolution logic are maintained in a single location even when the case workflow has multiple stages. Pega distinguishes case-wide actions from actions scoped to individual stages because case-wide actions support work that users may need to initiate regardless of the current point in the case. For configuration guidance, see Pega Academy's material on [case-wide actions](#) and Pega documentation on [configuring case-wide actions](#).

QUESTION NO: 17

A new employee onboarding Case must create separate IT equipment and building-access requests. Both requests are required before the onboarding Case can continue to orientation.

Which two configuration options support this requirement? (Choose Two)

- A. Create the IT equipment request as a child Case.
- B. Create the building-access request as a child Case.

- C. Create the IT equipment request as a spin-off Case.
- D. Create both requests as independent top-level Cases.

ANSWER: A B

Explanation:

Create the IT equipment request as a child Case and create the building-access request as a child Case because both requests represent work that is initiated by and contributes directly to the parent onboarding Case. The parent Case can retain the relationship to each required request and coordinate its lifecycle around their completion.

Spin-off Cases are appropriate for related work that can proceed independently and does not need to be completed for the parent Case to continue. Creating the requests as top-level Cases would not provide the required parent-child relationship or the same process coordination.