

## Pegasystems.PEGAPCBA87V1.v2023-06-30.q22

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

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 2

A requirement for a hotel reservation case type states that as customers change their room selection, the total cost of the reservation updates accordingly.

How do you satisfy this requirement?

- A. Configure a calculation for the total cost held.
- B. Configure a validate condition for the total cost field.
- C. Configure a field group list for all the room types.
- D. Configure a when condition for the total cost field.

**Answer:** ([SHOW ANSWER](#))

<https://collaborate.pega.com/question/test-process-flow>

### NEW QUESTION: 3

Which requirement do you satisfy by using a Wait step?

- A. An Accident Claim case pauses until an email is sent to the user.
- B. An Accident Claim case pauses until 48 hours after the accident.
- C. An Accident Claim case pauses until a manager approves the request.
- D. An Accident Claim case pauses until a user uploads an accident image.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 4**

In an insurance claim application, you have the following requirement: All claims must be resolved within 30 days. 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:** ([SHOW ANSWER](#))

**NEW QUESTION: 5**

You notice that the scope of your project exceeds the original estimates, and the Minimum Lovable Product (MLP) might not be delivered on time. Which team member do you contact to verify the project plan and manage expectations for the release schedule?

- A. Lead business architect
- B. Deployment architect
- C. Scrum master
- D. Project delivery leader

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 6**

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 the Manager role.
- C. Add the analyst to both the Author role and Manager role.
- D. Create a new Analyst role with the required access.

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

**NEW QUESTION: 7**

Which three of the following options are application layers in the Situational Layer Cake architecture? (Choose Three)

- A. Division
- B. Language
- C. Implementation
- D. Organization
- E. Country

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 8**

The business process for an automobile insurance claim consists of the following phases:

- \* Submission: The customer contacts a customer service representative (CSR) to file the claim.
- \* Review: An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs.
- \* Repair: A third party performs the repairs on each vehicle, communicating with the adjuster and customer as necessary.
- \* Verification: After each vehicle repair, the adjuster closes the claim.

According to Pega best practices, which phase can you implement as a child case?

- A. Verification
- B. Review
- C. Repair
- D. Submission

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 9**

Which configuration informs a user by email when an assignment is added to the user's worklist?

- A. Add a Send Notification step to the process after the assignment to notify the assigned user.
- B. Configure a service level to send a notification to the assigned user.
- C. Configure the case type to send assignment notifications to assigned users.
- D. Add a Send Email step to the process before the assignment to notify the assigned user.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 10**

Which statement most accurately describes the use of Pega Mobile Preview?

- A. Pega Mobile Preview allows you to simulate a Pega application on a mobile device.
- B. Pega Mobile Preview simulates user loads to test mobile app performance.
- C. Pega Mobile Preview allows you to configure the application user interface.
- D. Pega Mobile Preview models a typical user interaction to scenario test a mobile app

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 11**

Which two field types are specialized versions of the Query field type? (Choose Two)

- A. Case reference

- B. Picklist
- C. Data reference
- D. Embedded data

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 12**

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: ([SHOW ANSWER](#))

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

**NEW QUESTION: 13**

Which scenario is a use case for the Wait step?

- A. The customer needs to log in to their account before receiving a membership discount on an online purchase.
- B. The customer cannot complete an application for a checking account until a bank representative reviews their credit report.
- C. A payroll user cannot process a salary increase until the department manager approves the increase.
- D. An agent need to send a confirmation email to an insured customer after they complete a form.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 14**

Select each Use Case on the left and drag it to the appropriate Routing configuration on the right.

**Use Case**

The team manager must approve all expense reports.

An agent who speaks French must work on the case if the customer indicates that their preferred language is French.

The Finance department must audit incoming billing requests.

The same customer must complete the next data collection form.

**Answer Area**

<b>Use Case</b>	<b>Routing configuration</b>
	Route to a specific user.
	Route to a work queue.
	Route based on business logic.
	Route to the current user.



Answer:

### Use Case

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### Answer Area

#### Use Case

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#### Routing configuration

Route to a specific user.

Route to a work queue.

Route based on business logic.

Route to the current user.

### NEW QUESTION: 15

Select the use case that requires an integration by using robotic process automation (RPA).

- A. An order management application updates a customer profile in a legacy system that lacks an exposed API.
- B. A drug trial management application submits trial data to a protected system through a secure connection.
- C. An online ordering application submits credit card information to a payment processor through a web service.
- D. A service management application lists paint options sourced from a Pega Platform data object.

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 16

An order form provides four options from which customers select one option.

According to best practice, which of the following two UI control types can be used to minimize clutter on the order form? (Choose Two)

- A. Checkbox
- B. Radio buttons
- C. Dropdown
- D. Autocomplete

Answer: ([SHOW ANSWER](#))

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**NEW QUESTION: 17**

When an auto accident claim is resolved in the Resolve stage, email notifications must be sent automatically to the adjuster who inspected the car, to the insured party, and to the insurance agent who verified the claim.

How do you configure the resolve process to support this requirement?

- A. Route an Approval step to the required participants.
- B. Add a Send Email step and include all required participants.
- C. Add a Send Email step as an optional action.
- D. Route the email to all the recipients in a Collect Information step.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 18**

In the Answer Area, select the Pega development team member whose role corresponds to each development task.

Tasks	Development Team Member Role	
	Business Architect	System Architect
Advocates for application users, such as customers	<input type="radio"/>	<input type="radio"/>
Works with SMEs and stakeholders to understand business needs	<input type="radio"/>	<input type="radio"/>
Designs and configures the application	<input type="radio"/>	<input type="radio"/>
Defines application service level agreements and processes	<input type="radio"/>	<input type="radio"/>
Contributes technical implementation skills	<input type="radio"/>	<input type="radio"/>

Answer:

Tasks	Development Team Member Role	
	Business Architect	System Architect
Advocates for application users, such as customers	<input checked="" type="radio"/>	<input type="radio"/>
Works with SMEs and stakeholders to understand business needs	<input type="radio"/>	<input checked="" type="radio"/>
Designs and configures the application	<input type="radio"/>	<input type="radio"/>
Defines application service level agreements and processes	<input checked="" type="radio"/>	<input type="radio"/>
Contributes technical implementation skills	<input type="radio"/>	<input checked="" type="radio"/>

**NEW QUESTION: 19**

How do you guide users through an application form without requiring user training?

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

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 20**

Before development, your team creates a spreadsheet with work items to populate the backlog. How do you populate the backlog directly from the spreadsheet?

- A. Create bugs
- B. Create feedback
- C. Import stones
- D. Create stones

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 21**

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 = 'Sail'`. 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 .boatTypc is not Powered'- 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:** ([SHOW ANSWER](#))

### **NEW QUESTION: 22**

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.** Configure the Cancel button on the user views to resolve the case.

**B.** Add a case wide action to the case workflow.

**C.** Add an alternate stage to the case life cycle.

**D.** Add a stage-only action to each stage in the case workflow.

**Answer:** ([SHOW ANSWER](#))

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