

Pega Certified Business Architect (PCBA)

86v1

1. Which two of the following are benefits of following Pega guardrails ? (Choose Two)

- A. Guardrails help developers to track compliance with Pega best practices
- B. Guardrails help managers create schedules for efficiently allocating developer resources
- C. Guardrails help project managers ensure that applications are completed on time
- D. Guardrails help developers build applications that are easier to maintain and have fewer defects

Answer(s): A D

2. Automating decisions based on business logic enables _____

- A. application users to focus on more nuance decisions that require business expertise
- B. architects to spend less time building the application
- C. architects to improve the performance of the application
- D. application users to mark a specific location for business exceptions that may arise in the process flow

Answer(s): A

3. We have an assignment service level that has the following configuration:Initial Urgency of the Assignment IOGoal -1 day -Urgency -15Deadline -3 days -Urgency -20 Passed Deadline -24 hours -Urgency 20If the systems creates an assignment with this service level associated to it on March 1st at 9am, what will the urgency value be on March 4th at 5pm? (Choose One)

- A. 25
- B. 35
- C. 55
- D. 45

Answer(s): C

4. 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(s): B D

5. 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(s): A D

6. 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 await 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(s): B

7. Which shape would you use if you wanted the system to automatically choose between multiple outcomes? (Choose One)

A. Utility

B. Assignment

C. Subprocess

D. Decision

Answer(s): D

8. What type of step typically requires contextual instructions ?

A. Change stage

B. Send Email

C. Collect information

D. Create Case

Answer(s): C

9. pyworkPage stores which type of information

A. Information about the Pega server

B. Information about the current operator

C. Information about a case

D. Data cached from an outside system

Answer(s): C

10. A home loan compagny has home appraisal offices in various regions. Each office has a work queue. The compagny requires that appraisals be assigned to offices based on the home's location. For example; home appraisals for Boston are assigned to the New England office work queue. Which routing approach supports this requirement ?

A. Route the assignment based on the appraiser role

B. Route the assignment based on appraiser skills

C. Route the assignment to the current work queue based on business logic

D. It is not possible to support this requirement. The router must define a specific work queue.

Answer(s): C

11. Your organization has a standard loan request report that contains columns for loan ID, loan officer, work status, and a loan creation date. A manager requests a report that includes only loans created in the

previous quarter and do not have a status of New. How would you configure the report filter to support this requirement? (Choose One)

A. Create two conditions: Work Status does not equal New, AND Creation Date is less than current quarter.

B. Create one condition: Work status does not equal New where Creation Date is equal to Previous W Quarter.

C. Create two conditions: Work Status does not equal New, AND Creation Date is equal to Previous V W Quarter.

D. Create two conditions: Work Condition equals New OR Creation Date does not equal Previous Quarter.

Answer(s): C

12. Consider the following user story:

As a policyholder, I want to add a vehicleoperator to my insurance policy so I can extend coverage to the added operator.

Which two questions help you define the fields for the user view? (Choose Two)

A. Will field information about the operator be stored in an external database?

B. How do the fields for the operator need to be displayed?

C. Do the fields about the operator need to be displayed in multiple languages?

D. What fields does the account owner need to see to add an operator?

Answer(s): A

13. A candidate's language skills are captured in a candidate case. What type of property is used to capture the candidate's language skill if the property reference is .Language(Spanish) ?

A. Text

B. Page

C. Value group

D. Single value

Answer(s): C

14. Consider the following user story: As an account owner, I want to be able to add a member to my account so I can give the member temporary access.

Which two questions help you define the fields for the user view?

(Choose Two)

A. Will field information about the temporary member be stored in an external database?

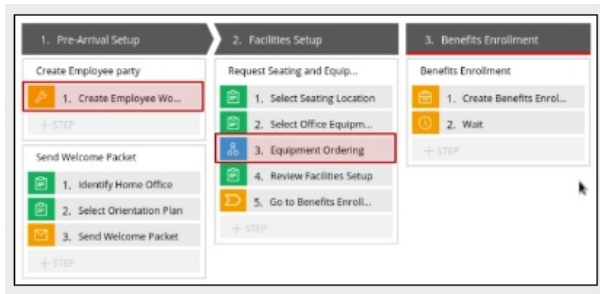
B. What fields does the account owner need to see to be able to add a temporary member?

C. Do the fields about the temporary member need to be displayed in multiple languages?

D. How do the fields for the temporary member need to be displayed?

Answer(s): B D

15. Consider the lifecycle illustration below; Which automated steps may only be added via the process modeler? (Choose Two)



A. Stage 3, step 2

B. Stage 2, step 5

C. Stage 1, step 1

D. Stage 2, step 3

E. Stage 3, step 1

Answer(s): C D

16. A parallel process is defined as _____

A. a process that executes in the context of another process

B. a process that executes over the same time period as other process

C. a process that executes in the context of the current case

D. a process that is not part of the primary flow in the case life cycle

Answer(s): B

17. DRAG DROP

A bank wants to allow customers to deposit checks through their mobile phones. The check amount, bank routing number, and payer account number are scanned and sent to a check clearinghouse for processing.

Select each description on the left and drag it to the appropriate Three Pillars element on the right.

Description	Answer Area	Description	Three Pillars
Mobile			Microjourney
Check clearinghouse			Persona
A customer can deposit check through their mobile phone			Channel
Customer			Data
Payer account number			Interface

A. See Explanation section for answer.

Answer(s): A

18. HOTSPOT

In the first design sprint, during the initial workshop with an airline, you obtain several deliverables and outcomes. In the Answer area, identify the output type for each deliverable or outcome.

Deliverable/Outcome	Output Type
The stakeholder asks, "How are we going to leverage our passenger data to determine each customer's unique needs?"	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results
Based on user research, customers want a personalized flying experience. Key activities are booking a flight online, checking a bag at the airport, and selecting in-flight	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results
The airline wants to increase airline ticket sales by creating a customer loyalty program.	<input type="checkbox"/> Long-term goal <input type="checkbox"/> Solution prototype <input type="checkbox"/> Journey/process maps, diagrams, and empathy maps <input type="checkbox"/> Problem/opportunity statements <input type="checkbox"/> User-testing results

A. See Explanation section for answer.

Answer(s): A

19. Which two situations require a data type? (Choose Two)

- A. A Currency drop-down is populated with values from an external system of record.
- B. Patient medical history is accessed from and written to an external system of record.
- C. A Work preference picklist is populated with two values: Full time and Part time.
- D. A Date of account creation field is set to a default value of the current date.

Answer(s): A C

20. You use the Clipboard tool to perform which two tasks ? (Choose Two)

A. Review the current values of case data

B. Test whether a declarative expression properly calculates a target value

C. Test case behavior by setting property values for an open case

D. Test a rule to determine whether the rule executes correctly

Answer(s): A C
