

Pega Certified System Architect (PCSA) 23v1

1. DRAG DROP (Drag and Drop is not supported)

Consider an application built on the Constellation architecture.

Select each description on the left and drag it to the appropriate UX concept on the right.

Description	Answer Area	UX Co
UI object that represents the combination of data and a template		Full C
Preassembled view with a preset template and data requirements		Templ
Automatically-generated view that represents a single case in Pega Platform.		View
Generic rendering structure that presents data with visual style and interaction behavior		Widge

A. See Explanation section for answer.

Answer(s): A

2. DRAG DROP (Drag and Drop is not supported)

Drag the term that is used in App Studio from the left to the rule that you use in Dev Studio on the right.

App Studio term	Answer Area	Dev Studio rule
Field		Service-level agreement (SLA)
Goal and deadline		Access Group
User		Operator
Persona		Property

A. See Explanation section for answer.

Answer(s): A

3. DRAG DROP (Drag and Drop is not supported)

An organization requests the following behavior for a case type that allows customers to place orders for fulfillment.

- The application identifies customer information, such as user ID and locale, upon login.
- Cases list the last 10 orders placed by the customer, including the order status.

- Customers can select one of the previous 10 orders as the basis for the current order.
 Select each piece of Information on the left and drag it to the appropriate Clipboard Location.

Information		Answer Area	Clipboard Location
Previous orders	Customer information		User pages
Current order			System pages
			Data pages

A. See Explanation section for answer.

Answer(s): A

4. DRAG DROP (Drag and Drop is not supported)

Drag the appropriate ruleset version type on the left to the corresponding scenario on the right.

Ruleset Version type	Scenario
Major version	You must add a stage specific optic to an Order placement case life cyc
Minor version	You must fix a bug that lists produc options by product ID insted of by r
Patch version	You must add a new Order return c: to the Shopping application.

A. See Explanation section for answer.

Answer(s): A

5. DRAG DROP (Drag and Drop is not supported)

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

Use Case	Answer Area	Automation
A medical specialist completes their review of an insurance claim, and the system attaches the report to the case.		Send email
Employees of a financial service firm receive confirmation when they register for the required certification classes.		Change to :
A Fraud department manager receives a mobile notification that an approval request is in their worklist.		Push notific
When an approver rejects an expense report, an employee can modify and resend the report for approval.		Create PDF

A. See Explanation section for answer.

Answer(s): A

6. In which two situations is it appropriate to use a decision table? (Choose two.)

- A. A dance studio recommends a membership type based on the number and type of dance classes the customer wants to attend every month.
- B. Order total is calculated based on the quantity and price of the items in the customer's shopping cart.
- C. If customers decide to add insurance, checked bags, or early boarding to their airline tickets, extra fees are added to their order total.
- D. A hair care company suggests a line of products to customers based on their hair type, scalp moisture, hair moisture, and whether it is color-treated.

Answer(s): A D

7. Timesheets require the following approvals:

- Regular 40 hours -> Supervisor of employee
- Any overtime -> Manager of Supervisor
- Worked on weekend -> VP Finance
- Negative time-off balance -> HR Director

Which two conditions require an authority matrix? (Choose two.)

- A. Worked on weekend -> VP Finance
- B. Negative time-off balance -> HR Director

C. Any overtime -> Manager of Supervisor

D. Regular 40 hours -> Supervisor of Employee

Answer(s): A C

8. What is the purpose of the Test coverage tool?

A. To determine how many rules are covered and not covered by Pega Platform tests.

B. To determine which application needs to be assessed for test coverage.

C. To identify which users have the appropriate permissions to run test suites.

D. To create user-level test coverage reports, but not application-level coverage reports.

Answer(s): A

9. 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 sales representative wants to quote the cost of an insurance policy based on selected coverage options.

C. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.

D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

Answer(s): A D

10. For an application built on the Constellation architecture, all managers must view the Employee vacation requests Insight in their Manager portal dashboards. Only managers have access to this Insight. Which configuration do you perform to fulfill these requirements?

A. Create a new landing page on the Manager portal with the new Insight.

B. Add the Employee vacation requests Insight widget to the Manager portal dashboard.

C. Create a new private dashboard, and then add the Insight widget.

D. Add a Report widget to the Manager portal dashboard.

Answer(s): B

11. You are a low-code developer that is interested in receiving personalized suggestions throughout application development. How do you achieve this in Pega Platform?

A. Contact the Pega Support Center.

B. Install a browser plugin.

C. Use the Developer assistant pane.

D. Enable Pega GenAI features.

Answer(s): C

12. A retail store wants an application to process a new customer loyalty account that the store uses for marketing and customer retention efforts. The customer enters their contact information. The data is stored in a data relationship with an external data source.

What type of data relationship do you create?

A. A data reference field

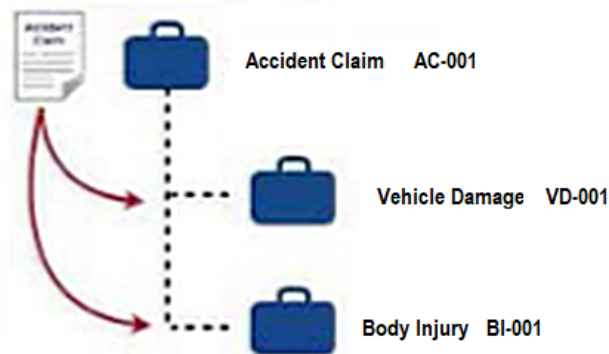
B. A query field

C. A case reference field

D. An embedded data field

Answer(s): A

13. You are configuring an accident claim case with two child cases for an automobile insurance company, as shown in the following figure:



The business requirement changes to allow the parent case to continue independently of the child case processes. How do you configure the Wait step for this requirement?

A. Configure the step to continue the parent case when the child cases reach the payment pending review status.

B. Configure the step to continue the parent case when the child cases reach auditor approval.

C. Configure the step so that only one child case must be resolved before the parent case can continue.

D. Configure the step so that users can continue with the parent case process regardless of child case status.

Answer(s): D

14. Which of the following events can you trace by using the Tracer tool?

A. User authentication

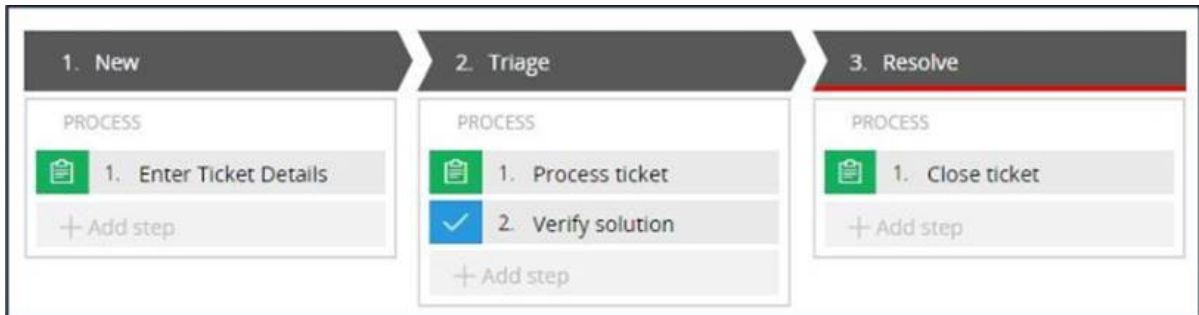
B. Data sources

C. Data transforms

D. Service-level agreements

Answer(s): C

15. A help desk ticket case type is defined as follows:



If the Process ticket step is configured to set the status to Pending-Triage, when is the status of the case set to Pending-Triage?

A. When the Process ticket step starts

B. When the Triage stage starts

C. When the Enter Ticket Details step completes

D. When the Process ticket step completes

Answer(s): D

16. A manufacturing company has an Inventory data page that uses page structure. You need to write a single page of data to a single database row in the configured system of record. Which option fulfills the requirement?

A. Data type

B. Connector

C. Insight

D. Database save

Answer(s): D

17. You should consider using a field value when the list of allowed values is _____.

A. three or fewer items

B. mostly static

C. specific to one case type

D. shared across all case types

Answer(s): B

18. A developer discovers that a calculated property value is returning an unexpected result. Which two features of the Tracer tool can you use to diagnose the problem while minimizing the impact on application performance? (Choose two.)

A. The Save function

B. Breakpoints

C. The Watch function

D. The Clipboard tool

Answer(s): B C

19. Which two requirements ensure that valid data is used in a case? (Choose two.)

A. The data fits the business logic.

B. The data is locally sourced.

C. The data is the correct field type.

D. The data is organized in a data type.

Answer(s): A C

20. To process a Finance employee retirement package, the system requires approvals from the Finance manager, the HR benefits manager, and the HR director. How do you implement the requirements so that each approver can work independently and in any order?

A. Route the assignment to a work queue to which all three roles have access.

B. Create three parallel processes with approval steps.

C. Create business logic to route the assignment to the different approvers.

D. Create an approval step with cascading approval based on the reporting structure.

Answer(s): B
