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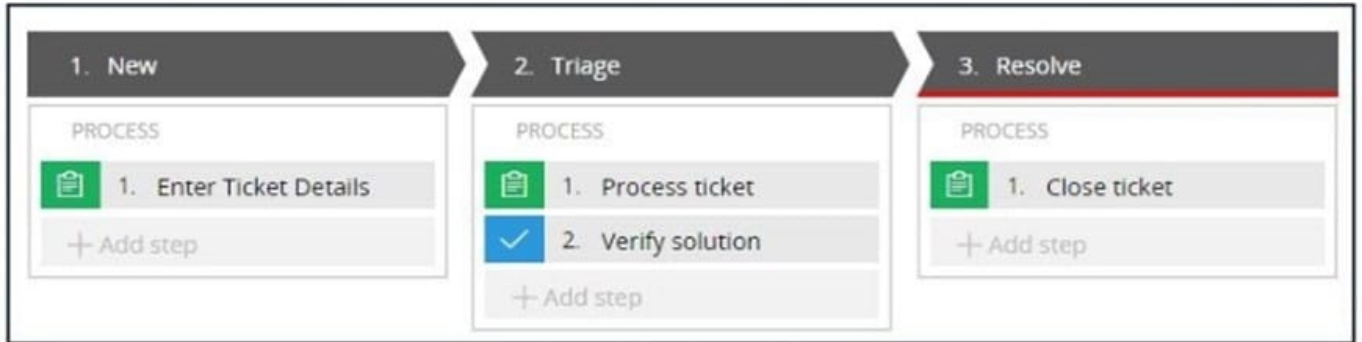
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QUESTION 1

A help desk ticket case type is defined as follows:

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

A. When Verify solution step starts.

B. When Process ticket solution step starts.

C. When Process ticket solution step completes.

D. When Triage stage completes.

Correct Answer: B

QUESTION 2

A Customer requests roadside assistance. The insurance company creates an Assistance Request case and this results in a creation of a Service Request case which is assigned to a Service provider. Which configuration is the best practice to copy all customer information from the Assistance Request case to the Service Request case?

A. Use a Declare Expression.

B. Use Data Propagation.

C. Use a Data Transform.

D. Use Case Calculations.

Correct Answer: B

QUESTION 3

When processing an auto accident claim, the system requires three approvals: Approval from the adjuster who inspected the car, approval from the medical administrator who provided medical care to the insured, and approval from the insurance agent who verified the claim.

How do you implement this requirement so each approver can work independently?

A. Create three assignments and route to the appropriate approver.

B. Create an approval step with cascading approval.

C. Route to a workbasket where all three roles have access.

D. Create business logic to route to the different approvers.

Correct Answer: B

Reference https://community.pega.com/knowledgebase/articles/route-cases-approval-cascading-approval-smart-shape

QUESTION 4

You configure a service level to adjust assignment urgency to 100 when the global interval lapses. How does the assignment urgency impact the deadline and passed deadline intervals?

A. Service level processing is halted until the assignment is completed.

B. Urgency value remains at 100, but other service level processing continues.

C. The user is notified that the maximum urgency has been reached.

D. Urgency value continues to increment as configured.

Correct Answer: B

QUESTION 5

Select the characteristic used to identify candidate rules to be delegated to business users.

A. Changing business conditions require that the rule be managed without IT intervention.

B. Ownership of changes to delegated rules changes from work group to work group.

C. Frequent changes are needed to continuously redefine the user experience.

D. Changes to business conditions require that the rule be managed with IT intervention.

Correct Answer: B

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