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QUESTION 1

Consider the following scenario:

During the Interview process for a Job Application case, an administrative assistant selects the date and location of the interview.

Next, an email invitation is sent to the candidate.

During the interview, the hiring manager captures notes from the discussion.

Finally, the candidate is assigned a technical exercise and the results are added to the case.

Select two step names that follow the guidelines for identifying and naming the steps in the process. (Choose two.)

- A. Schedule Interview
- B. Notify Candidate
- C. Ask Questions
- D. Technical Exercise

Correct Answer: BC

QUESTION 2

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 satisfied the user story.

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

Correct Answer: C

QUESTION 3

How do you adjust the urgency of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- A. Apply an urgency adjustment to the goal interval.

- B. Apply an urgency adjustment to the deadline interval.
- C. Adjust the default assignment urgency.
- D. Add an escalation action to the interval.

Correct Answer: B

Reference <https://community1.pega.com/community/pega-academy/question/using-slas-?urgency-assignments-0>

QUESTION 4

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.)

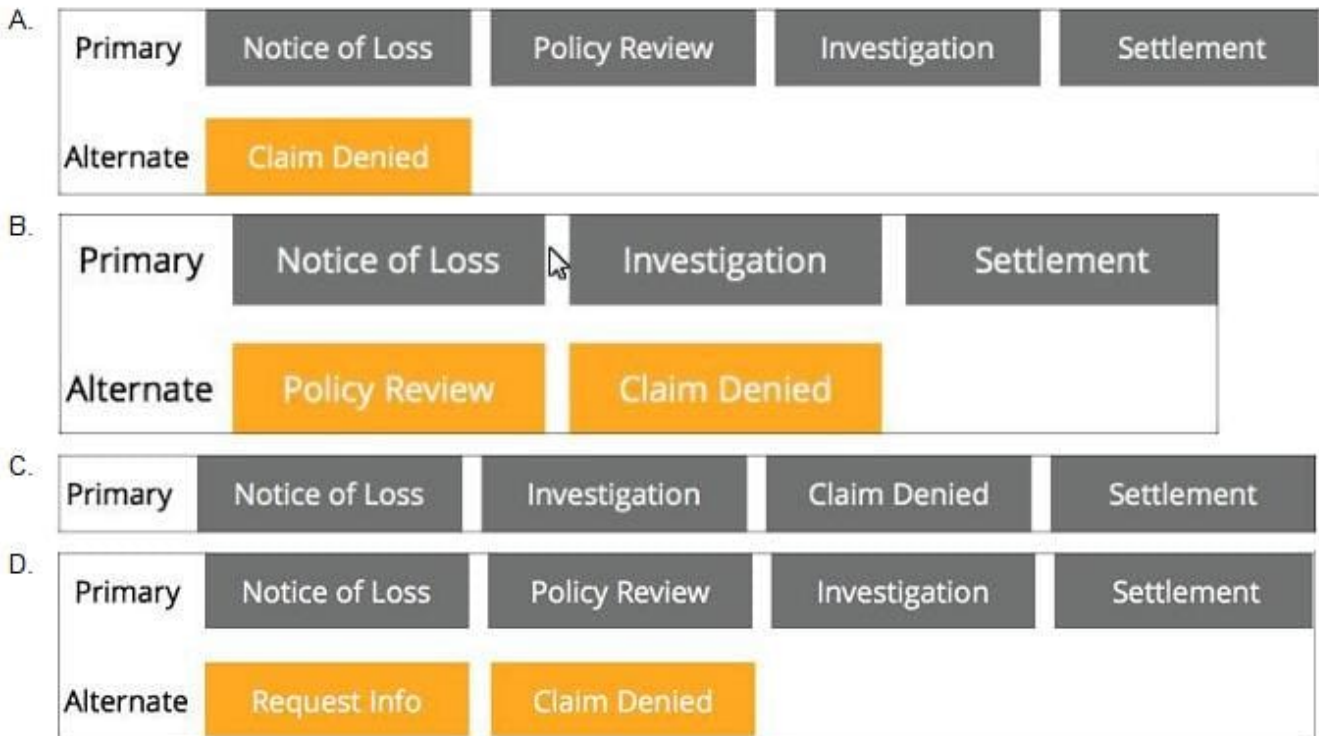
- A. Will field information about the temporary member be stored in an external database?
- B. What fields does the account owner need to see to be able to add a temporary member?
- C. How do the fields for the temporary member need to be displayed?
- D. Do the fields about the temporary member need to be displayed in multiple languages?

Correct Answer: BC

QUESTION 5

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation. If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.



A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D

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