PEGACSA74V1^{Q&As}

Certified System Architect (CSA) 74V1

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QUESTION 1

A requirement states: When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount. Select the case type relationship that satisfies the requirement.

A. Configure hotel review as a spin-off case of the checkout request.

B. Configure checkout request as a child case of hotel review.

C. Configure both checkout request and hotel review as top-level cases.

D. Configure hotel review as a child case of the checkout request.

Correct Answer: D

QUESTION 2

In the Answer Area, identify the type of data measured in each report.

Hot Area:

Answer Area

Report	Type of Data	
	Business Data	Process Data
Deliveries per month versus damaged goods	○	○
Customer support cases handled per month	○	○
Profit margin by types of goods sold monthly	○	○
Sales training investment versus annual revenue	○	○
Average number of days for customer deliveries	○	○

Correct Answer:

Answer Area
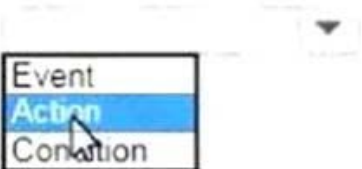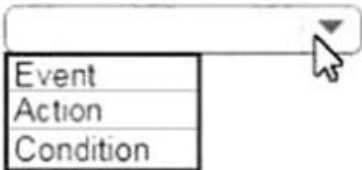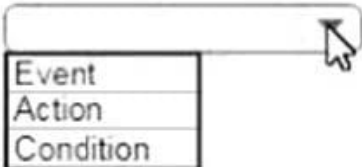
Report	Type of Data	
	Business Data	Process Data
Deliveries per month versus damaged goods	○	●
Customer support cases handled per month	●	○
Profit margin by types of goods sold monthly	●	○
Sales training investment versus annual revenue	○	●
Average number of days for customer deliveries	○	●

QUESTION 3

Select the corresponding user interface (UI) action set component for each behavior in the Answer area;

Hot Area:

Answer Area

Behavior	UI Action Set Component
Get next work	Event / **Action** / Condition
Required	Event / Action / Condition
Tab key	Event / Action / Condition

Correct Answer:

Answer Area

Behavior	UI Action Set Component
Get next work	Event / **Action** / Condition
Required	Event / Action / **Condition**
Tab key	**Event** / Action / Condition
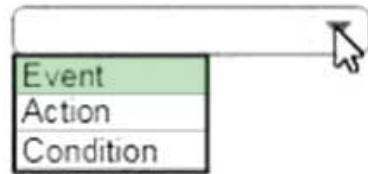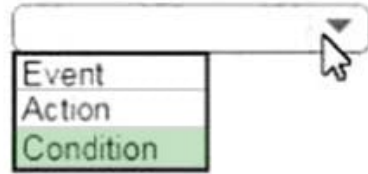
QUESTION 4

Select each Task on the left and drag it to the correct Navigation Icon on the right.

Select and Place:

Task

Task	
Preview your application on device	
Toggle user interface editing or off	
Configure the case types in application	
Define and manage data rec your app	
Invite people to your app, d assign roles	
Edit app name/theme, build app, export app	

Answer Area

Task	Navigation Icon
	(branch icon)
	Settings
	Data
	(phone icon)
	Cases
	Users

Correct Answer:

Task

Task

n

Answer Area

Task	Navigation Icon
Configure the case types in application	(branch icon)
Edit app name/theme, build app, export app	Settings
Invite people to your app, d assign roles	Data
Preview your application on device	(phone icon)
Define and manage data rec your app	Cases
Toggle user interface editing or off	Users

QUESTION 5

Which requirement can be implemented through circumstancing?

A. An application establishes a goal of four hours to adjust claims for platinum customers. For other customers, the application establishes a goal of one business day.

B. An application sets the default shipping option for orders that exceed USD100 to two-day delivery. Otherwise, the default option is five-day delivery.

C. An application audits insurance claims that an insurance adjuster values at USD10000 or greater. Otherwise, the claim is approved.

D. An application routes upgrade requests for US customers to one work queue, and requests for European customers to a different work queue.

Correct Answer: D

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