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QUESTION 1

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.

Correct Answer: BD

QUESTION 2

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

- A. Urgency value remains at 100, but other service level processing continues.
- B. Service level processing is halted until the assignment is completed.
- C. The user is notified that the maximum urgency value has been reached.
- D. Urgency value continues to increment as configured.

Correct Answer: A

QUESTION 3

An accident claim case creates a vehicle claim case for each vehicle involved in an accident.

Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

- A. Add a wait step to the accident claim case to wait until all vehicle claims have a status of Resolved.
- B. Add each vehicle claim as a child case of the accident claim.
- C. Add an optional process to pause the accident case until the vehicle claims are paid.
- D. Add a parallel process for vehicle claims in the accident claim resolution stage.

Correct Answer: AC

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QUESTION 4

A customer refund case type requires an auditor to receive an email if the refund is greater than twice the price of the item. Which participant role do you select to configure this requirement?

- A. Customer
- B. Work queue
- C. Interested individual
- D. Owner

Correct Answer: B

QUESTION 5

HOTSPOT

A shipping company uses a Pega application for order processing and fulfillment.

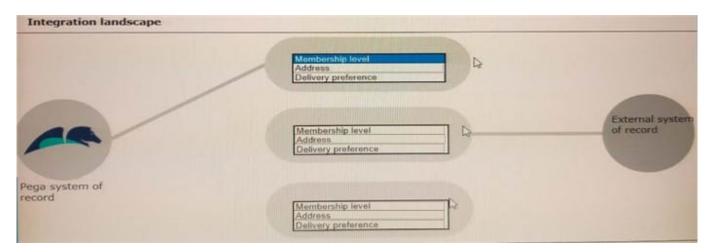
The Membership level locally-sourced data type indicates the membership level of the customer.

The Address data type is used to verify the customer-entered billing and shipping addresses against a comprehensive database of postal addresses.

The Delivery preference data type specifies whether the customer prefers the delivery person to call the customer or ring the doorbell when dropping off a package.

In the graphic below, choose the appropriate data type based on how it is sourced.

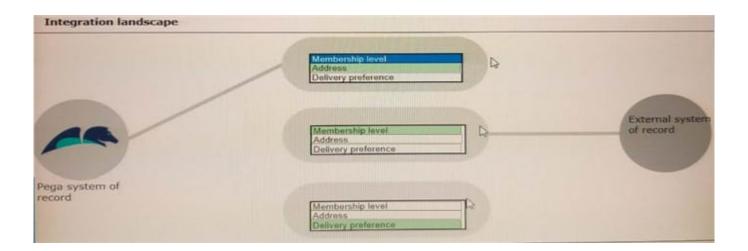
Hot Area:



Correct Answer:

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