

PEGAPCDC85V1^{Q&As}

Pega Certified Decisioning Consultant (PCDC) version 8.5

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QUESTION 1

U+ Bank has launched a new credit card for all customers with a premium bank account. As a decisioning consultant, you need to create actions that involve the full customer life cycle: marketing, sales, and service.

Which two valid actions do you create? (Choose Two)

- A. Credit card status
- B. No annual fee credit card
- C. 1% cash back credit card
- D. Credit card number

Correct Answer: AB

QUESTION 2

U+ Bank has recently introduced a few mortgage offers that are presented to qualified customers on its website. The business now wants to prevent offer overexposure, as overexposure negatively impacts the customer experience.

Select the correct suppression rule for the requirement: If a customer is presented on the website with the same offer five times in the last 14 days, do not show the same offer to that customer for the next 10 days.

- A. Suppress an action for 10 days if there are five impressions for any channel in the last 14 days
- B. Suppress a group of actions for 10 days if there are five impressions for any channel in the last 10 days
- C. Suppress an action for 10 days if there are five impressions for web channel in the last 14 days
- D. Suppress an action for 14 days if there are five rejects for web channel in the last 10 days

Correct Answer: C

QUESTION 3

U+ Bank, a retail bank, has introduced a credit cards group with Gold card and Platinum card offers. The bank wants to present these two offers based on the following criteria:

1.

For both cards, customers must be above the age of 18

2.

Offer both cards only if the customer does not explicitly opt-out of any direct marketing for credit cards

3.

Platinum card is suitable for customers with the Credit Score > 500

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As a decisioning consultant, how do you implement this requirement? In the Answer Area, select the correct engagement policy for each criterion.

Hot Area:

Answer Area			
	<u>Criteria</u>	Engagement policy	
	Age Opt-out	Action-level suitability Action-level applicability Group-level eligibility Group-level applicability	
		Action-level suitability Action-level applicability Group-level eligibility Group-level applicability	
	Credit Score	Action-level suitability Action-level applicability Group-level eligibility Group-level applicability	

Correct Answer:

Answer Area				
	Criteria	Engagement policy		
	Age	Action-level suitability Action-level applicability Group-level eligibility		
	Opt-out	Action-level suitability Action-level suitability Action-level applicability Group-level eligibility		
	Credit Score	Group-level applicability Action-level suitability Action-level applicability		
		Group-level eligibility Group-level applicability		

QUESTION 4

Myco, a telecom company, uses Pega Customer Decision HubTM to present offers to qualified customers. The business recently decided to send offer messages through the email channel. The Design department has designed an email

treatment which includes dynamic placeholders.

As a decisioning consultant, what do you use in order to test the visualization and the rendering of the email content, including replacing of the placeholders with customer information?

A. a list of customer email addresses from the Test Message tab

B. schedule an outbound run with a limited number of customers



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C. preview section from the email content editor

D. a seed list from the Test Message tab

Correct Answer: D

QUESTION 5

An outbound run identifies 150 Standard card offers, 75 on email, and 75 on the SMS channel.

Maximum 100 Daily with Channel: Action: StandardCard	100	remaining	•	(1)
Maximum 75 Daily with Channel: Email	75	remaining	•	111
Maximum 75 Daily with Channel: SMS	75	remaining	•	-

If the following volume constraint is applied, how many actions are delivered by the outbound run?

A. 75 emails 25 SMSes

B. 75 SMSes and 25 emails

C. 100

D. 150

Correct Answer: B

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