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QUESTION 1

Which layer of the Enterprise Class Structure contains generalized assets that are then extended by specific implementations?

A. Organization

B. Framework

C. Implementation

D. Division

Correct Answer: B

QUESTION 2

You want operators in two separate units to be able to perform work routed to either unit. Which configuration supports this requirement?

A. On each operator\\'s record, associate the operator with both units.

B. On each operator\\'s record, associate the operator with the same work group.

C. On the work group record, associate the operators with the work group.

D. On each unit record, associate both operators with each unit.

Correct Answer: D

QUESTION 3

Your team is building an application for a contact center that handles a variety of customer requests. Business policies require that each customer interaction be conducted with the most appropriate next available Customer Service Representative (CSR). What is the best way to implement this requirement?

A. Use a ToLeveledGroup router and Pega\\'s Get Next Work functionality

B. Use a ToWorkbasket router and Pega\\'s Get Next Work functionality

C. Use a ToWorklist router and Pega\\'s Get Next Work functionality

D. Use a ToWorkGroup router and Pega\\'s Get Next Work functionality

Correct Answer: B

QUESTION 4

A Purchase Order case is instantiated as a child of a Purchase Request case. Select the locking option that allows

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multiple users to edit the Purchase Order case at the same time.

A. Enable Default Locking on the Purchase Order case type

B. Enable Optimistic Locking on the Purchase Request case type

C. Enable Optimistic Locking on the Purchase Order case type

D. Enable Default Locking on the Purchase Request case type

Correct Answer: B

QUESTION 5

Which two steps do you perform to update the logo in a portal header? (Choose Two)

A. Upload the new image to a binary file record.

B. Reference the image in the portal skin.

C. Reference the image in the application record.

D. Update the portal header to reference the new image.

Correct Answer: AD

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