

PEGAPCBA84V1^{Q&As}

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QUESTION 1

A purchase request list report includes columns for case ID and regional cost center. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you design the report?

- A. Summarize the regional cost centers by count.
- B. Summarize the case ID column by count.
- C. Define a function for the cost center column to total the case IDs.
- D. Create a filter for each cost center and count the case IDs.

Correct Answer: B

QUESTION 2

DRAG DROP

A bank wants to allow customers to deposit checks through their mobile phones. The check amount, bank routing number, and payer account number are scanned and sent to a check clearinghouse for processing. Select each description on the left and drag it to the appropriate Three Pillars element on the right.

Select and Place:

<u>Description</u>	<u>Answer Area</u>	<u>Three Pillars Element</u>
Mobile	<div style="border: 1px dashed gray; height: 100px; width: 100%;"></div>	Microjourney
Check clearinghouse		Persona
A customer can deposit check through their mobile phone		Channel
Customer		Data
Payer account number		Interface

Correct Answer:

Description	Answer Area												
	<table border="1"><thead><tr><th>Description</th><th>Three Pillars Element</th></tr></thead><tbody><tr><td>Check clearinghouse</td><td>Microjourney</td></tr><tr><td>Customer</td><td>Persona</td></tr><tr><td>A customer can deposit check through their mobile phone</td><td>Channel</td></tr><tr><td>Mobile</td><td>Data</td></tr><tr><td>Payer account number</td><td>Interface</td></tr></tbody></table>	Description	Three Pillars Element	Check clearinghouse	Microjourney	Customer	Persona	A customer can deposit check through their mobile phone	Channel	Mobile	Data	Payer account number	Interface
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QUESTION 3

An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst who joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?

- A. Add the analyst to both the Author role and the Case Manager channel interface.
- B. Update the Author role to include the required analyst reports.
- C. Add the analyst to the Manager role.
- D. Create a new Analyst role with the required access.

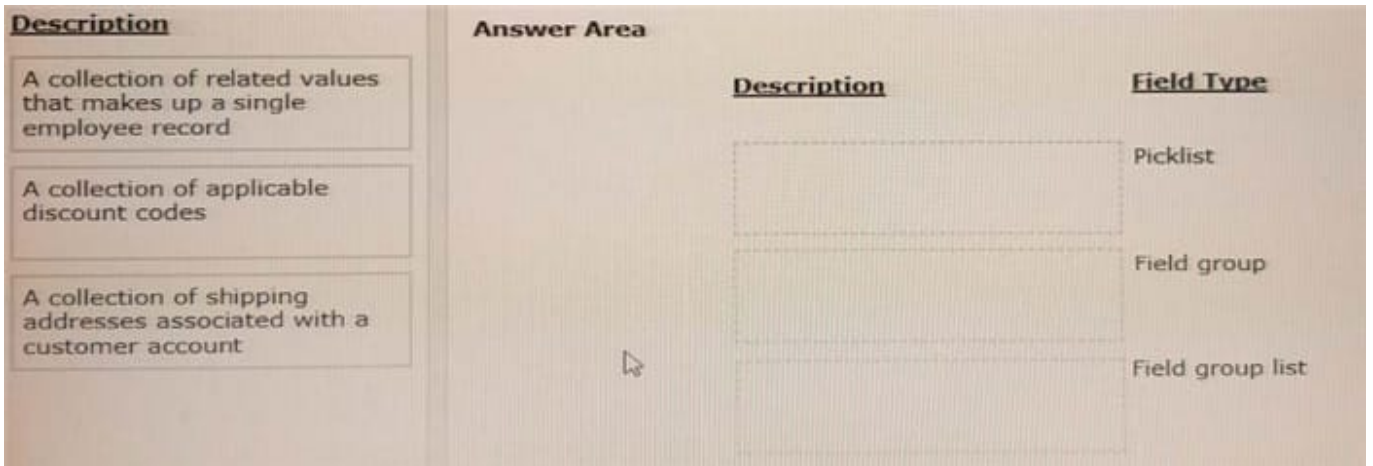
Correct Answer: A

QUESTION 4

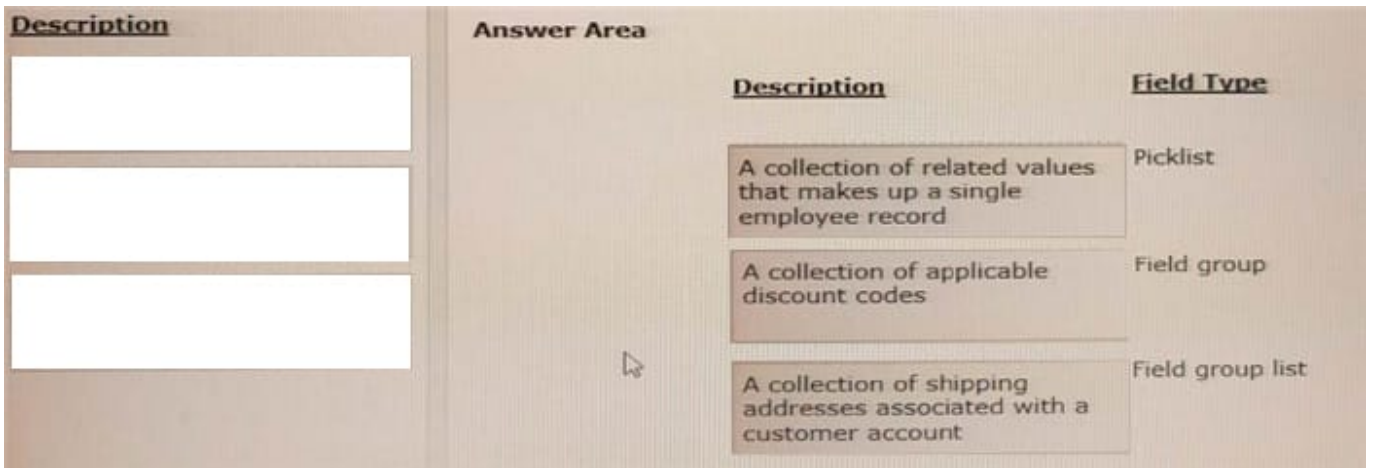
DRAG DROP

Select each description on the left and drag it to the correct field type on the right.

Select and Place:



Correct Answer:



QUESTION 5

Which two requirements demonstrate the need to configure correspondence? (Choose Two)

- A. Assign a new insurance claim to a case worker to process.
- B. Phone a customer for additional information about the case.
- C. Fax a new insurance claim to the auto repair shop.
- D. Text the customer with status changes in an insurance claim.

Correct Answer: AD

QUESTION 6

When applying for a credit limit increase, customers with standard credit cards must provide information in an Employment Information process. Requests from customers with Platinum credit cards automatically skip this process.

What task do you perform to implement this requirement?

- A. In the Employment Information process validate card type for continued processing.
- B. In the Employment Information process add an Approve/Reject step to test the card type.
- C. In the Employment Information process add a custom condition to test the card type.
- D. In the Employment Information process add a card type true/false field to a user view.

Correct Answer: D

QUESTION 7

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list. How do you design the report to support this requirement?

- A. Select Highest to Lowest sort type for Create Date.
- B. Select Lowest to Highest sort type for Create Date.
- C. Make the Create Date the first column in the report.
- D. Add a filter condition where Create Date is greater than the current date.

Correct Answer: A

QUESTION 8

A car rental company provides luxury cars in certain geographical locations. According to policy, the rental request for a luxury car must be processed by an agent who is trained to rent luxury cars. Which routing approach do you use?

- A. Route to a work group based on the location.
- B. Route the request to a manager who assigns the agent.
- C. Route requests to a skilled work group.
- D. Route to a skilled member of a work group.

Correct Answer: C

QUESTION 9

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 10

In a purchase order case the vendor assigned might not respond to a customer query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.

To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

- A. Set the goal to be the required response time based on policy and send notifications to both parties.
- B. Set the deadline to be the required response time based on policy and send notifications to both parties.
- C. Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: BD

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