



Vendor: Pegasystems

Exam Code: PEGACCA

Exam Name: Certified CPM Architect (CCA) Exam

Version: DEMO

QUESTION 1

Which of the following is NOT a valid knowledge topic content type. (Choose One)

- A. File
- B. Activity
- C. HTML
- D. URL
- E. Authored

Answer: C

QUESTION 2

Which of the following statements about CPM Knowledge content is true? (Choose One)

- A. Can be directly associated to a flow/flow action
- B. Can be suggested based on logic
- C. Can reference content that is stored on external systems
- D. Is available via CPM portal search functions
- E. All of the above

Answer: E

QUESTION 3

To specify the numeric scoring values for a question within a quality review or customer satisfaction survey, choose one component you would configure. (Choose One)

- A. A map value rule
- B. A decision tree or decision table rule
- C. The CPM survey rule form

Answer: C

QUESTION 4

To configure the CPM interaction goal value, you would _____. (Choose One)

- A. Modify the Interaction Driver rule
- B. Modify the Intent When rule linked to the Interaction Driver
- C. Modify the interaction goal Decision Table
- D. Modify the SLA rule for the interaction class

Answer: C

QUESTION 5

The purpose of a CPM quality review is to _____. (Choose One)

- A. Assess system health and performance
- B. Assess CSR performance in handling a customer request
- C. Analyze historical workflow accuracy

D. Assess end user feedback on workflow screens

Answer: B

QUESTION 6

Which one of the following is a benefit of interaction goal processing within CPM? (Choose One)

- A. Deliver customer service that is personal and tailored to the customer and situation
- B. Route interactions to the user that is best able to handle the customer request
- C. Automates manual tasks for better straight-through processing of requests

Answer: A

QUESTION 7

Which one of the following CANNOT be configured using the CPM Configuration Tools Wizard? (Choose One)

- A. Dialog scripts
- B. Suggested processes
- C. Coaching tips
- D. Association of knowledge content to a user screen

Answer: B

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