Vendor: Pegasystems

Exam Code: PEGAPCSA80V1_2019

Exam Name: Pega Certified System Architect (PCSA) 80V1 2019

Version: DEMO

QUESTION 1
With Pega's Situational Layer CakeTM approach, how do you configure a regional variation for Human Resources (HR) time off cases?

A. Create a rule for the variation and add the rule to the common layer of the application.
B. Create a rule for the variation and add it to a secondary common application layer.
C. Create a rule for the variation and add the rule to the layer for the region.
D. Create a rule for the variation and replace the existing HR time off rule in the application common layer.

Answer: B

QUESTION 2
An organization has two lines of business: selling books for children and reselling college textbooks. The division selling books for children can use the same basic user interface (UI) as the division reselling textbooks with the exception of the payment methods.

How do you apply the Situational Layer CakeTM in this scenario?

A. Place the UI rules in the base layer, and create a new layer for the payment rules for both lines of business.
B. Place the UI rules and generic payment method rules in the base layer, and create a new layer for the division-specific payment rules.
C. Place the UI rules in the base layer, and create a parallel base layer for the payments rules.
D. Place the UI rules in the base layer, and create a new layer for the payment rule for each division.

Answer: B

QUESTION 3
An order fulfillment case type allows a customer to update user profile information during the order placement stage.
The user profile consists of the following three pages:

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- Account ID and password
- Customer contact information
- A list of open orders with status of each order
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How do you configure the case type to allow customers to update any of the user profile pages at any time during case processing?

A. Add a set of optional actions to the case workflow.
B. Add an alternate stage to the case life cycle.
C. Add an optional process to the case workflow.
D. Add a button for each profile page to each assignment.

Answer: A

QUESTION 4
A development team plans to enhance functionality of an existing application by changing several user interface rules. The team would like to pilot the enhancements to a small group of users

before rolling the changes out to the entire user base.

What approach maximizes reuse and maintainability?

A. Place the updated rules into a new minor version of the ruleset and include the new ruleset version in a new application.
B. Place the updated rules into a new ruleset and include the new ruleset in a new application.
C. Place the updated rules into a new ruleset and include the new ruleset in a new version of the application.
D. Place the updated rules into a new minor version of the ruleset and include the new ruleset version in a new version of the application.

Answer: A

QUESTION 5
You are creating a case type to process job applications for a large corporation. Job applications for security positions require a physical assessment in addition to the standard criminal background check. The physical assessment can occur before or after the background check.

How do you configure a case type to achieve the required behavior?

A. Create a process for the physical assessment that is followed by a process for the background check.
B. Create a process for the physical assessment that is parallel to the background check process.
C. Create a process on one stage for the background check and a process on another stage for the physical assessment.
D. Create a process for the background check and an optional process for the physical assessment.

Answer: A

QUESTION 6
You are developing a case type to process visa applications. As part of the process, applicants need to schedule an interview with the consulate. A child Interview case is created for the interview process and assessment. Following the interview, it typically takes 48 hours for the consulate to reach a decision. For the visa case to proceed to applicant notification, the Interview case needs to be resolved.

How do you configure a case type to achieve the required behavior?

A. Add a Create Case step that creates the Interview child case. There is no need to add a Wait step.
B. Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until the interview case reaches a status of Resolved and after 48 hours have elapsed.
C. Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until 48 hours have elapsed.
D. Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until the Interview case reaches a status of Resolved.

Answer: C

QUESTION 7
You are designing a credit transaction case type and have the following requirement: Transaction disputes must be resolved within 3 days.

To meet this requirement, you need to set the ____________ in the service level to 3 days.

A. deadline
B. goal
C. urgency
D. passed deadline

Answer: A

QUESTION 8
A requirement states: Loan applicants must enter their annual salary. If the salary is above the qualifying threshold, the application is automatically approved. If the salary is below threshold, the applicant must identify a cosigner.

Select two configuration options that follow best practices to meet the requirement. (Choose two.)

A. Design a user view with an annual salary field. Create an optional action to collect information about the cosigner and assign the action to the appropriate stage.
B. Create an assignment step for a loan officer to review the applicant's annual salary and determine if a cosigner is necessary.
C. Design a user view with an annual salary field and a section for cosigner information. Use a Visible When condition to display the cosigner section when the salary is below the threshold.
D. Use a collect information step with an annual salary field. Use a decision shape to determine whether to advance to a step to enter cosigner information or complete the process.

Answer: CD

QUESTION 9
A customer calls to apply for a new bank account. The customer service representative (CSR) needs to perform an assignment named Select Account Type. During the discussion, the customer can request written information regarding different account types.

Select the case lifecycle design that satisfies this requirement.

A. Add a user view for requesting information to the Select Account Type assignment.
B. Add an optional action to the stage that contains the Select Account Type assignment.
C. Add a case-wide optional action.
D. Add a router to the Select Account Type assignment.

Answer: B

QUESTION 10
You are configuring routing for a customer warranty service request. All warranty service requests are routed to the warranty resolution group except for warranty service requests for beta-release product that requires review by the vice president of service.

How do you configure assignment routing to review warranty service requests?

A. Route the assignment to the vice president of service who routes assignments to the warranty resolution group as needed.
B. Route the assignment to the warranty resolution group who sends an email notification to the vice president of service for the beta-release product.
C. Route the assignment to the skilled group for the beta release when the request is for the beta release.
Otherwise, route the assignment to the warranty resolution group.
D. Route the assignment to the vice president of service when the request is for the beta release. Otherwise, route the assignment to the warranty resolution group.

Answer: A

QUESTION 11
A customer refund case type requires that an auditor receives an email notification if the refund is greater than twice the price of the item.

Which recipient role do you select to configure this requirement?

A. Configure the email to go to a work queue.
B. Configure the email to go to a customer.
C. Configure the email to go to an interested person.
D. Configure the email to go to an owner.

Answer: A

QUESTION 12
In a claims application, customers can file home insurance claims. Each claim contains a list of items of loss. Depending on circumstances, some claims are investigated for potential fraud in parallel to the actual claim process.

Which two entities would you model as case type? (Choose two.)

A. Fraud investigation
B. Claim
C. Customer
D. Items of loss

Answer: AB