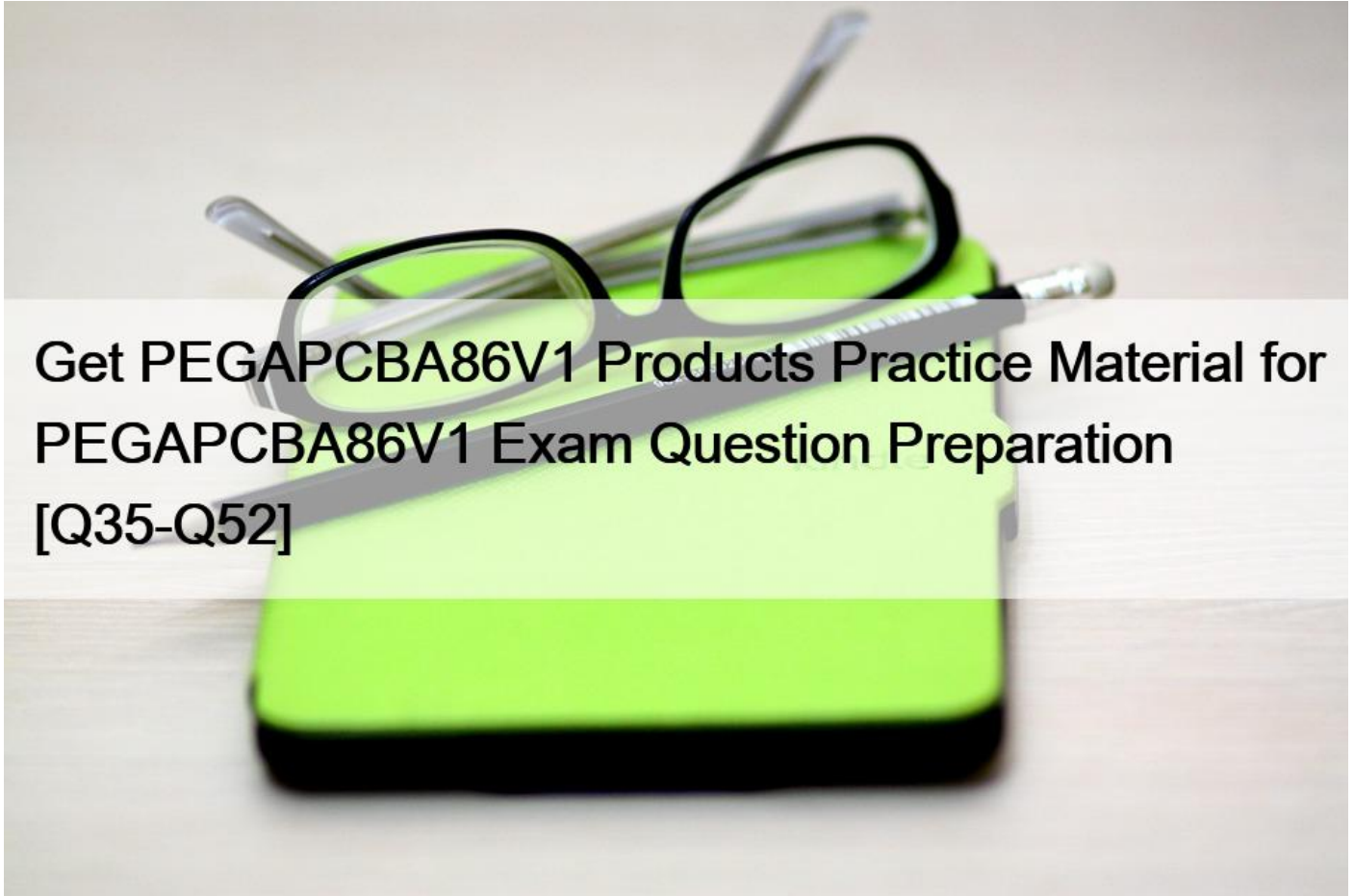


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QUESTION 35

After an auto accident claim is submitted, a claims adjuster is assigned to the case. The claims adjuster reviews the policy of the claimant to verify coverage. The claims adjuster then begins an accident investigation.

If the claim is denied, an appeals process is initiated. When the investigation is complete, a determination of fault is made, and then the accident claim is settled.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.



Response:

- * Option A
- * Option B
- * Option C
- * Option D

QUESTION 36

Which of the following flow shapes should be used to route a work item?

Response:

- * Router
- * Utility
- * Decision
- * Assignment

QUESTION 37

Which two statements identify why you should automate correspondence ? (Choose Two)

- * Automating correspondence allows you to advance a case
- * Automating correspondence allows for sending consistent information to users
- * Automating correspondence allows you to send timely communication
- * Automating correspondence keeps all interested parties informed of the current status of a case

QUESTION 38

pyworkPage stores which type of information

- * Information about the Pega server
- * Information about the current operator
- * Information about a case
- * Data cached from an outside system

QUESTION 39

Expense report processes require travel expense assignments be routed to a specific auditor. Auditors are members of an auditing work group. How do you route the assignment to a specific user?

Response:

- * To the user
- * To the user's work group
- * To the user's manager
- * To the user's work queue

QUESTION 40

In an insurance application, a claim case records the items of loss. Given the property reference Item Of Loss(1).Description, itemOfLoss is a _____.

Response:

- * Value list
- * Single value
- * Page list
- * Page

QUESTION 41

A Collect Information step in the case life cycle sets the case status to Pending-Approval. When does the case status automatically update ?

- * At the beginning of the step ?
- * At the end of the process containing the step
- * At the end of the step
- * Case status cannot update automatically

QUESTION 42

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?

Response:

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

QUESTION 43

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- * Apply an urgency value to the deadline interval.
- * Adjust the default assignment urgency value.
- * Apply an urgency value to the goal interval.
- * Add an escalation action to the goal interval.

QUESTION 44

An insurance company offers personal property insurance. Jewelry is a special type of personal property.

Jewelry coverage requires that the user managing the request is trained to appraise jewelry.

Assignments for jewelry appraisals must go to skilled users.

Which routing approach would you use?

Response:

- * Route requests to a decision table that routes the request to a work group in a location where there are users who have appraisal skills.
- * Route requests to a work group whose members have the skill rating parameters.
- * Route requests to a reporting manager who assigns the request to a user to ensure fast processing.
- * Route directly to users who are members of a work group that uses skill rating parameters

QUESTION 45

You are designing a travel plan application. A hotel booking step displays a form in which users select a hotel and enter their check-in and check-out dates. The application calculates and then displays the cost for the hotel room.

The form also includes fields to select options, such as valet parking, at an extra cost. The application totals the cost for any selected options and adds that amount to the total room cost to equal the grand total, which is displayed in a field.

Which two of the following properties would you use as the target properties?

(Choose Two)

Response:

- * Total cost of option
- * Price of each option
- * Total cost for the hotel room
- * Number of days at the hotel

QUESTION 46

Consider this requirement for a business transaction: An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.

– If approved, the request is forwarded to the Fulfillment department.

⌘; If the manager rejects the request, it is sent back to the employee for reconciliation or cancellation.

⌘; The Fulfillment department will process the request if the requested items are in stock.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages.



Response:

- * Option A
- * Option B
- * Option C
- * Option D

QUESTION 47

Review the following decision table.

Conditions

	Credit Score	Outstanding Balance
if	>800	
else if	>650	<1200
else if	>500	<2000

If the credit score is 800 and the outstanding balance is 1000, what is the result of the decision?

Response:

- * Level3
- * Level1
- * Reject
- * Level2

QUESTION 48

You check out a rule to update it. While the rule is checked out, another developer decides to test a case type by creating and processing the case. What happens when the application attempts to use the rule you checked out?

Response:

- * The application cannot run because the rule is unavailable.
- * The application ignores the checked-out version and uses the previous version in the application ruleset.
- * The application returns an error and stops processing the case, because the rule is unavailable for use.
- * The application runs the checked-out version of the rule, because that is the most up-to-date version of the rule.

QUESTION 49

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

Description	Field Type
A collection of related values that makes up a single employee record	Picklist
A collection of applicable discount codes	Field group
A collection of shipping addresses associated with a customer account	Field group list

Description	Field Type
A collection of related values that makes up a single employee record	Picklist
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QUESTION 50

User A should have application permissions that are identical to User B's permissions. Unlike User B, User A lacks access to the My Cases page.

How do you grant access to the My Cases page for User A?

- * Add the My Cases page to the User A profile.
- * Add the My Cases page to the User A role.
- * Update the User A account to access the same portal as User
- * Update User A to the same role as User B.

QUESTION 51

A customer refund case type requires an auditor to receive an email if the refund is greater than twice the price of the item. Which participant role do you select to configure this requirement?

Response:

- * Customer
- * Work queue
- * Interested individual
- * Owner

QUESTION 52

You have a cleaning service booking application, CleanApp. You are creating a local data type, HomeCleaningPackages, and you want to leverage an existing data class, CleanApp's Data; CleaningPackages.

When defining your data type, which option would you choose for asset reuse?

Response:

- * CleanApp UI Pages class
- * Organization data class
- * implementation data class
- * CleanApp Work class

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