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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.
Topic 2	<ul style="list-style-type: none"> Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.
Topic 3	<ul style="list-style-type: none"> Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.
Topic 4	<ul style="list-style-type: none"> Contact policy and volume constraints: This domain covers managing contact policies to limit how often customers receive communications, focusing on controlling action exposure and volume in outbound channels while configuring appropriate tracking periods.
Topic 5	<ul style="list-style-type: none"> Next-Best-Action concepts: Covers one-to-one engagement fundamentals, contact center optimization, always-on outbound strategies, and next-best-action optimization.
Topic 6	<ul style="list-style-type: none"> Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.

Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q97-Q102):

NEW QUESTION # 97

U+- Bank has recently implemented Pega Customer Decision Hub. As a first step, the bank went live with the contact center to improve customer engagement. Now, U+ Bank wants to extend its customer engagement through the web channel. As a decisioning architect, you have created the new set of actions, the corresponding treatments, enabled the web channel, and defined a new real-time container trigger in the Next- Best-Action Designer. What else do you configure for the new treatments to be present in the next-best-action recommendations?

- A. Create a channel strategy specifically for web.
- B. Modify the Next-Best-Action Framework strategy to cater to the new web channel.
- C. No need to do anything. The strategy is auto-generated.
- D. Change the generated decision strategy.

Answer: C

NEW QUESTION # 98

U+ Bank's marketing department currently promotes various credit card offers by sending emails to qualified customers. The bank wants to limit the number of offers that customers can receive over a given period of time. In the Answer Area, select the correct artifact you use to implement each requirement.

Requirement

Artifact

Do not send more than 500 email offers in the outbound run.

- Volume constraints
- Outbound channel limits
- Suppression policy
- Suppression policy

Do not send more than two email offers to a customer in one month.

- Volume constraints
- Outbound channel limits
- Suppression policy
- Suppression policy

Do not send any credit cards for ten days if a customer has clicked on a credit card five times in the last seven days.

- Volume constraints
- Outbound channel limits
- Suppression policy
- Suppression policy

Do not send a credit card for ten days if the card was shown three times in the last seven days.

- Volume constraints
- Outbound channel limits
- Suppression policy
- Suppression policy



Answer:

Explanation:

Requirement	Artifact
Do not send more than 500 email offers in the outbound run.	<ul style="list-style-type: none"> Volume constraints Outbound channel limits Suppression policy Suppression policy
Do not send more than two email offers to a customer in one month.	<ul style="list-style-type: none"> Volume constraints Outbound channel limits Suppression policy Suppression policy
Do not send any credit cards for ten days if a customer has clicked on a credit card five times in the last seven days.	<ul style="list-style-type: none"> Volume constraints Outbound channel limits Suppression policy Suppression policy
Do not send a credit card for ten days if the card was shown three times in the last seven days.	<ul style="list-style-type: none"> Volume constraints Outbound channel limits Suppression policy Suppression policy

NEW QUESTION # 99

MyCo, a mobile company, uses Pega Customer Decision Hub™ to display offers to customers on its website.

The company wants to present more relevant offers to customers based on customer behavior. The following diagram is the action hierarchy in the Next-Best-Action Designer.



The company wants to present offers from both the groups and arbitrate across the two groups to select the best offer based on customer behavior.

As a decisioning architect, what must you do to present offers from the two groups'

- A. Map a real-time container to the Top-level or Issue-level.

- B. Create a decision strategy at the Issue-level.
- C. Set contact limits for both the groups.
- D. Enable an engagement policy for the second group.

Answer: A

NEW QUESTION # 100

U+ Bank has recently implemented Pega Customer Decision Hub. As a first step, the bank went live with the contact center to improve customer engagement. Now, U+ Bank wants to extend its customer engagement through the web channel. As a decisioning architect, you have created the new set of actions, the corresponding treatments, and defined a new trigger in the Next-Best-Action Designer for the new web channel.

What else do you configure for the new treatments to be present in the next-best-action recommendations?

- A. Create a channel strategy specifically for web.
- B. Modify the Next-Best-Action Framework strategy to cater to the new web channel.
- C. No need to do anything. The strategy is auto-generated.
- D. Change the generated decision strategy.

Answer: C

Explanation:

When you create a new trigger in the Next-Best-Action Designer, Pega Customer Decision Hub automatically generates a decision strategy for that trigger and channel. You do not need to create or modify any strategies manually. Verified Reference: Pega Academy - Decisioning Consultant - Creating triggers

NEW QUESTION # 101

U+ Bank uses the always-on outbound approach to send outbound messages on different channels such as email, SMS, and push notifications. There are a variety of action flow patterns in use to meet various business and channel integrations requirements. Due to technical reasons, the bank wants to temporarily suspend sending outbound messages and instead write the selected customers and action details to a database table for later offline processing.

What is the most efficient way to meet this requirement?

- A. Add a new Send shape in all the action flows.
- B. Set up a secondary schedule.
- C. Update the Send shape with Finalization.
- D. Bypass action flow processing.

Answer: D

NEW QUESTION # 102

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