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Pegasystems Certified Pega Decisioning Consultant 25

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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.
Topic 2	<ul style="list-style-type: none"> Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.
Topic 3	<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 4	<ul style="list-style-type: none"> AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.

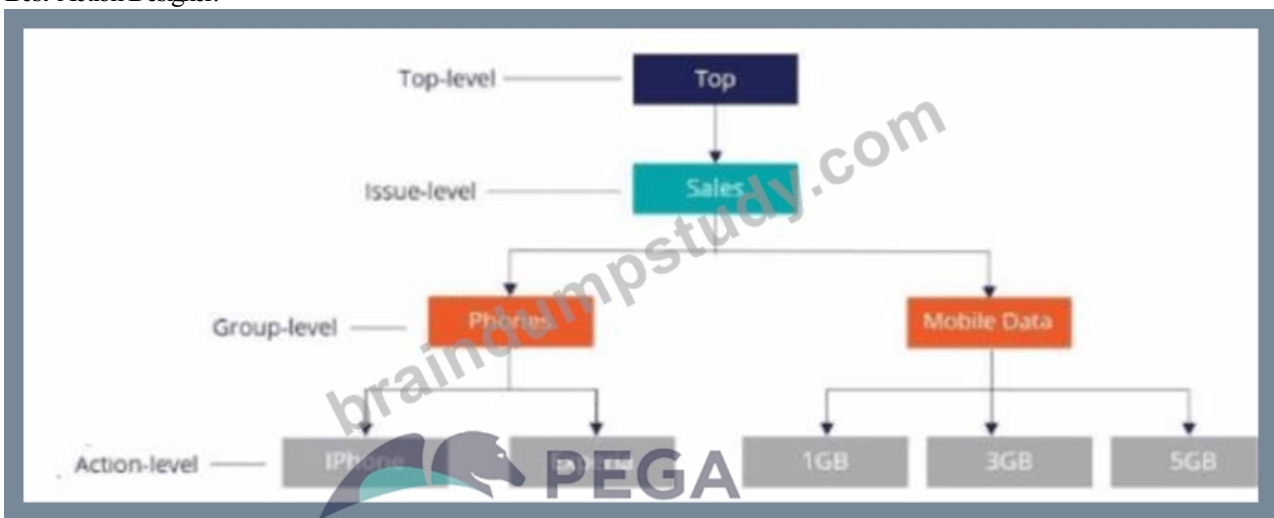
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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q52-Q57):

NEW QUESTION # 52

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. Create a decision strategy at the Issue-level
- B. Enable an engagement policy for the second group.
- C. Map a real-time container to the Top-level or Issue-level.
- D. Set contact limits for both the groups.

Answer: C

Explanation:

To present offers from the two groups, you must map a real-time container to the Top-level or Issue-level. A real-time container is a configuration that defines how to deliver offers and treatments to a specific channel, such as a website or a mobile app. By mapping a real-time container to the Top-level or Issue-level, you can enable all the offers under that level to be available for delivery through that channel. Verified Reference: Pega Academy - Decisioning Consultant - Configuring real-time containers

NEW QUESTION # 53

The U+ Bank marketing department currently promotes various home loan offers to qualified customers. Now, the bank does not want customers to receive more than four promotional emails per quarter, regardless of past responses to that action by the customer.

Which option allows you to implement the business requirement?

- A. Outbound channel limits
- B. Volume constraints

- C. Suitability rules
- D. Suppression policies

Answer: B

Explanation:

Volume constraints allow you to limit the number of times an action is presented to customers across one or more channels. You can use volume constraints to implement the requirement that customers do not receive more than four promotional emails per quarter, regardless of past responses to that action by the customer. You can configure the volume constraint to limit the number of actions per channel per quarter and select the option to ignore previous responses. Outbound channel limits are used to limit the number of customers contacted per channel per run, not per quarter. Suppression policies are used to exclude customers from receiving an action based on certain conditions, such as opt-out preferences or recent purchases, not based on the number of times the action is presented. Suitability rules are used to determine whether an action is suitable for a customer based on their propensity, priority, or other criteria, not based on the number of times the action is presented.

NEW QUESTION # 54

MyCo, a telecom company, recently introduced a new mobile handset offer, MyFone 14 Pro, for its premium customers. As the bank has financial targets to meet, the business decides to boost the MyFone 14 Pro offer.

As a decisioning architect, how can you ensure that the MyFone14 Pro offer is prioritized over other offers?

- A. Increase the context weight of the MyFone 14 Pro offer.
- B. Increase the business value of the MyFone 14 Pro offer.
- **C. Increase the business weight of the MyFone 14 Pro offer.**
- D. Increase the starting propensity of the MyFone 14 Pro offer.

Answer: C

NEW QUESTION # 55

U+ Bank implemented a customer journey for its customers. The journey consists of three stages. The first stage raises awareness about available products, the second stage presents available offers, and in the last stage, customers can talk to an advisor to get a personalized quote. The bank wants to actively increase offers promotion over time.

What action does the bank need to take to achieve this business requirement?

- A. Upweight the propensity by adding more predictors that fit the target customers and repeat this process over time.
- **B. Enable increasing stage upweighting for the second stage of the journey.**
- C. Enable constant stage upweighting for the second stage of the journey.
- D. Enable increasing stage upweighting for the first stage of the journey.

Answer: B

Explanation:

Increasing stage upweighting is a feature that allows you to gradually increase the weight of a stage over time, making the offers in that stage more likely to be selected. This is useful for promoting offers that are time-sensitive or have a limited availability. In this case, the bank wants to actively increase offers promotion over time, so enabling increasing stage upweighting for the second stage of the journey, where the offers are presented, is the best option. Verified Reference: [Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 56

U+ Bank wants to offer credit cards only to low-risk customers. The customers are divided into various risk segments from Good to Very Poor. The risk segmentation rules that the business provides use the Average Balance and the customer Credit Score.

As a decisioning architect, you decide to use a decision table and a decision strategy to accomplish this requirement in Pega Customer Decision Hub.

Using the decision table, which label is returned for a customer with a credit score of 240 and an average balance 35000?

- A. Very Poor
- **B. Poor**
- C. Good
- D. Fair

Answer: B

Explanation:

Using the decision table, you can find the label for a customer with a credit score of 240 and an average balance of 35000 by following these steps:

Start from the top row and check if the customer's credit score is less than 150. If yes, then the label is Very Poor. If no, then move to the next row.

Check if the customer's credit score is less than 175 and their average balance is less than 25000. If yes, then the label is Poor. If no, then move to the next row.

Check if the customer's credit score is less than 200 and their average balance is less than 50000. If yes, then the label is Fair. If no, then move to the next row.

Check if the customer's credit score is less than 250 and their average balance is less than 75000. If yes, then the label is Good. If no, then move to the last row.

The last row applies to all other cases that do not match any of the previous conditions. The label for this row is Very Poor.

In this case, the customer's credit score is not less than 150, so the first row does not apply. The customer's credit score is less than 175, but their average balance is not less than 25000, so the second row does not apply either. The customer's credit score is not less than 200, so the third row does not apply. The customer's credit score is less than 250 and their average balance is less than 75000, so the fourth row applies. Therefore, the label for this customer is Poor.

NEW QUESTION # 57

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