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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.
Topic 3	<ul style="list-style-type: none"> Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.

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"> • AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.

Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q27-Q32):

NEW QUESTION # 27

Pega Customer Decision Hub enables organizations to make Next-Best decisions. To which type of a decision is Next-Best-Action applied?

- A. Predicting the time of a machine failure
- B. Optimizing supply chain management
- C. Determining if a borrower gets a loan
- D. Determining how to optimize inventories

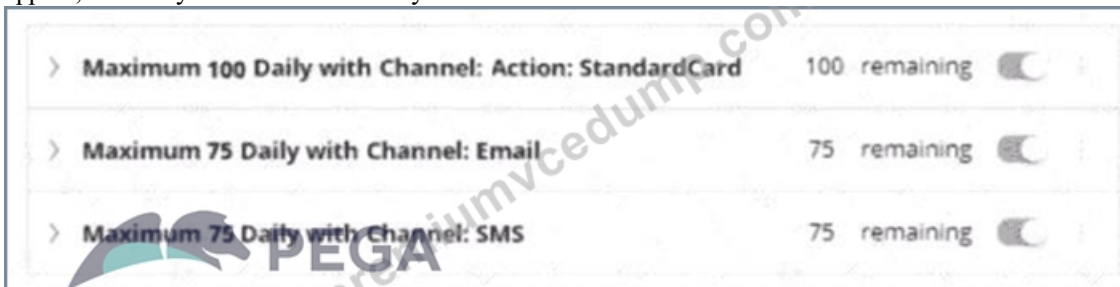
Answer: C

Explanation:

Next-Best-Action is a type of decision that involves selecting and prioritizing the most appropriate proposition for each customer at any given moment. Next-Best-Action can be applied to decisions that require customer-centricity, personalization, and contextualization. Determining if a borrower gets a loan is an example of such a decision, as it depends on the customer's attributes, behaviors, preferences, and needs. The other options are examples of decisions that are not related to customer interactions, but rather to operational or analytical processes. Verified Reference: [Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 28

An outbound run identifies 150 Standard card offers, 75 on email, and 75 on the SMS channel. If the following volume constraint is applied, how many actions are delivered by the outbound run?



- A. 0
- B. 1
- C. 75 emails 25 SMSes
- D. 75 SMSes and 25 emails

Answer: C

Explanation:

The outbound run delivers 75 emails and 25 SMSes for the Standard card offer because the volume constraint is set to limit the number of actions per channel per day. The email channel has a limit of 75 actions per day, so all 75 email offers are delivered. The SMS channel has a limit of 25 actions per day, so only 25 SMS offers are delivered. The remaining 50 SMS offers are not delivered because they exceed the volume constraint.

NEW QUESTION # 29

MyCo, a telecom company, notices that when customers call to check on bill status, 80% of the time, they received the wrong offer

promotion, leading to customer dissatisfaction. The company decides to boost customers' needs in the prioritization formula, to improve sales in the current quarter.

Which arbitration factor do you configure to implement the requirement?

- A. Business weighting
- B. Propensity
- C. Business value
- **D. Context weighting**

Answer: D

NEW QUESTION # 30

MyCo, a telecom company, wants to use Pega Customer Decision Hub to send the MyFone Pro offer through email to qualified customers. In preparation, the marketing team created an action, a treatment, and an action flow. As a decisioning architect, you verify the settings in the Channel tab of Next-Best-Action Designer to enable email communication.

To implement this requirement, the completion of which two tasks do you verify in the Channel tab of Next- Best-Action Designer? (Choose Two)

- **A. Enable the email channel.**
- B. Map a real-time container to a business structure level.
- **C. Configure the starting population to run an outbound schedule.**
- D. Add contact policy rules.

Answer: A,C

NEW QUESTION # 31

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. Volume constraints**
- B. Suppression policies
- C. Suitability rules
- D. Outbound channel limits

Answer: A

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 # 32

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