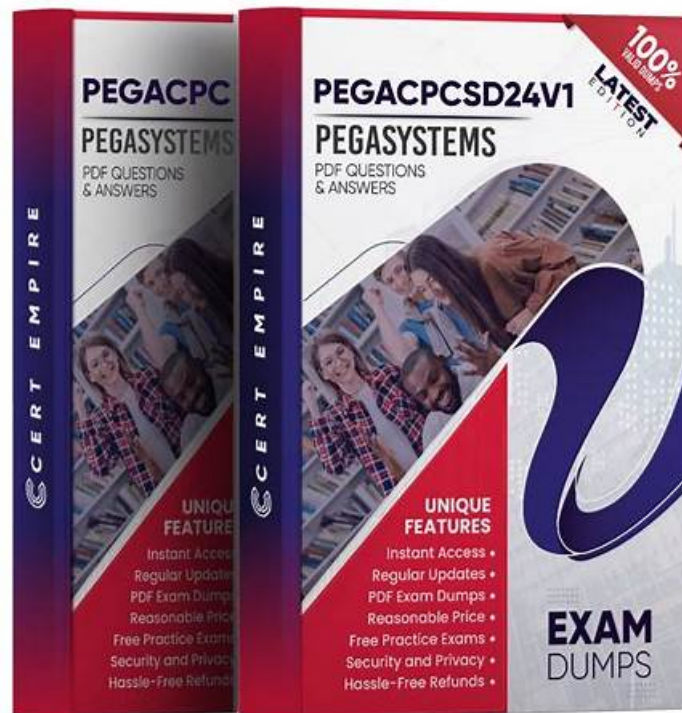


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## Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

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Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>Next-Best-Action concepts: Covers one-to-one engagement fundamentals, contact center optimization, always-on outbound strategies, and next-best-action optimization.</li> </ul>

## Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q64-Q69):

### NEW QUESTION # 64

U+ Bank decides to introduce a credit cards group by leveraging the Next-Best-Action capability of Pega Customer Decision Hub. The bank wants to present the credit card offers through inbound and outbound channels based on the following criteria:

1. Customers must be above the age of 18 to qualify for credit card offers.
2. The site offers credit cards only if customers do not explicitly opt-out of any direct marketing for credit cards.
3. The Platinum Card, one of the credit card offers, is suitable for customers with debt-to-income ratio < 45. As a decisioning architect, how do you implement this requirement? In the Answer Area, select the correct engagement policy for each criterion.

**Answer:**

Explanation:

A close-up of words AI-generated content may be incorrect.

### NEW QUESTION # 65

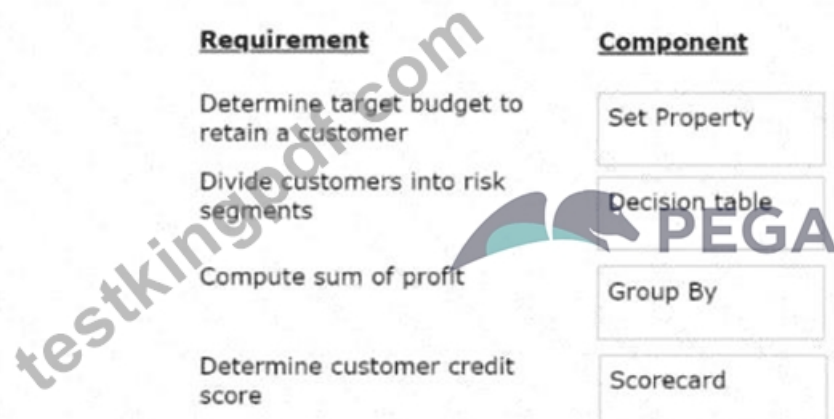
You are a deaccessioning architect on a next-best-action project and are responsible for designing and implementing decision strategies. Select each component on the left and drag it to the correct requirement on the right.

**Answer:**

Explanation:

A close-up of a list of words AI-generated content may be incorrect.

**Answer Area**



#### NEW QUESTION # 66

U+- Bank uses Pega Customer Decision Hub™ for their one-to-one customer engagement. The bank now wants to change its offer prioritization to consider both business objectives and customer needs.

Which two factors do you configure in the Next-Best-Action Designer to implement this change? (Choose Two)

- A. Context weighting
- B. Engagement policies
- C. Contact policies
- D. Business levers

**Answer: A,D**

#### NEW QUESTION # 67

MyCo, a telecom company, wants to Include offer-related images in the emails that they send to their qualified customers. As a decisioning architect, what best practice do you follow to include images in emails?

- A. Directly embed images in the email.
- B. Host images on an external server.
- C. Provide links to images In the email.
- D. Attach images to the email.

**Answer: B**

#### NEW QUESTION # 68

U+ Bank wants to offer credit cards only to customers with a low-risk profile. The customers are divided into various risk segments from AAA to CCC. The risk segmentation rules that the business provides use the Age and the customer Credit Score based on the following table. The bank uses a scorecard model to determine the customer Credit Score.

Age	Credit Score	Risk Segmentation
<18	>100	CCC
>18	>350	BBB
>25	>500	AAA

As a decisioning architect, how do you implement the business requirement?

- A. Add three contact policies that correspond to the three risk segments.
- B. Add a decision table to a decision strategy and pass the credit score as the parameter.
- C. Add the risk segmentation rules in the Results tab of the scorecard rule.
- D. Add a decision table to a decision strategy and reference it in the scorecard component.

**Answer: B**

Explanation:

To implement the business requirement, you need to add a decision table to a decision strategy and pass the credit score as the parameter. A decision table allows you to define rules based on one or more input parameters and return an output value. In this case, you can use the credit score as an input parameter and return the risk category/grade as an output value. You can then use this output value to filter out customers who are not in the low-risk segment (AAA). Verified References: Pega Academy - Decisioning Consultant - Using decision tables

#### NEW QUESTION # 69

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