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## **Pegasystems PEGACPBA24V1 Certified Pega Business Architect 24**

**Questions & Answers PDF  
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## Pegasystems PEGACPBA24V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Case Management: This domain targets Case Designers and Process Architects and explores designing a case lifecycle, including setting case statuses and adding instructions for tasks. Candidates demonstrate ability to configure service level agreements with urgency, goals, and deadlines, and manage routing of assignments to users, work groups, or queues. This section also includes configuring email correspondence, identifying duplicate cases, adding optional actions and automating workflow decisions using conditions. Candidates learn to pause and resume case processing, skip stages or processes, configure child cases, use automation shapes appropriately, and create and manage user teams.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>User Experience: This domain assesses skills of UX Designers and Frontend Developers in configuring user interface elements. Candidates learn to group fields to create views, add or remove fields, configure portal content, adjust form appearance, visibility, and controls for an improved user experience.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Application Development: This section evaluates skills of Pega Business Architects and Developers in application development. It covers the roles and skills of a Pega Business Architect, identification of project stakeholders, and benefits of Pega's Center-out™ business architecture. Candidates learn about App Studio's value, understand rules, rulesets, classes, and the role of generative AI. The domain also covers Pega's CI</li> <li>CD pipeline with Deployment Manager, use of collaboration tools, managing application development with user stories, feedback, and bug tracking, and using tools like Case Type Backlog and Estimator for project scoping</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>Data and Integration: This section measures skills of Data Analysts and Integration Specialists focusing on configuring data objects, relationships, and records. Candidates learn to capture and present data through fields and views, create calculated values, validate data with business logic rules, manipulate application data including setting default property values, and configure data transforms.</li> </ul>

## Pegasystems Certified Pega Business Architect 24 Sample Questions (Q47-Q52):

### NEW QUESTION # 47

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance by using a call center while more experienced customers prefer using the online company forum.

Which three of the following statements are true?

(Choose Three)

Response:

- A. Experienced customer obtains troubleshooting assistance by using the online forum is a journey
- B. Customer obtains troubleshooting assistance is a journey
- C. Customer obtains troubleshooting assistance is a microjourney
- D. Experienced customer obtains troubleshooting assistance by using the online forum is a microjourney
- E. New customer obtains troubleshooting assistance by using a call center is a microjourney
- F. New customer obtains troubleshooting assistance by using a call center is a journey

Answer: B,D,E

### NEW QUESTION # 48

Which statement best describes how a service level affects the urgency value of an assignment or a case?

Response:

- A. When a given milestone is reached, the specified urgency is added to the current urgency value.
- B. If the current urgency value is less than the urgency specified in the milestone, it is adjusted to the urgency value specified in that milestone otherwise, it remains the same.
- C. When a given milestone is reached, the current urgency is checked. If it is greater than the value specified in that milestone, the assignment or case moves to the next milestone
- D. When a given milestone is reached, the urgency is set to the specified value in that milestone.

**Answer: A**

#### NEW QUESTION # 49

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interview who speaks the same language as the applicant.

What is the best way to design routing so the correct interviewer is assigned the task?

- A. Route the job application to a specific user using the Use business logic option
- B. Route the job application to an operator within a skilled group using the Specific user option
- C. Route the job application to an appropriately skilled operator using the Specific user option
- D. Route the job application to a specific queue using the Use business logic option

**Answer: D**

#### NEW QUESTION # 50

A report contains the following columns: Case ID (.pyID), Work Assignment Urgency (.pxUrgencyAssign), Policy Number (.PolicyNumber), Policy Holder (.Policyholder), and Case Status (.pyStatusWork).

Which of the columns need to be optimized so the rule form does not produce a performance warning?

(Choose Two)

Response:

- A. Case ID
- B. Policy Holder
- C. Work Assignment Urgency
- D. Policy Number
- E. Case Status

**Answer: B,D**

#### NEW QUESTION # 51

Consider this requirement for a business transaction:

\* 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. An employee submits a request to purchase equipment. The request is sent to the manager for review and approval.

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

□

- A. Option D
- B. Option A
- C. Option B
- D. Option C

**Answer: A**

#### NEW QUESTION # 52

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