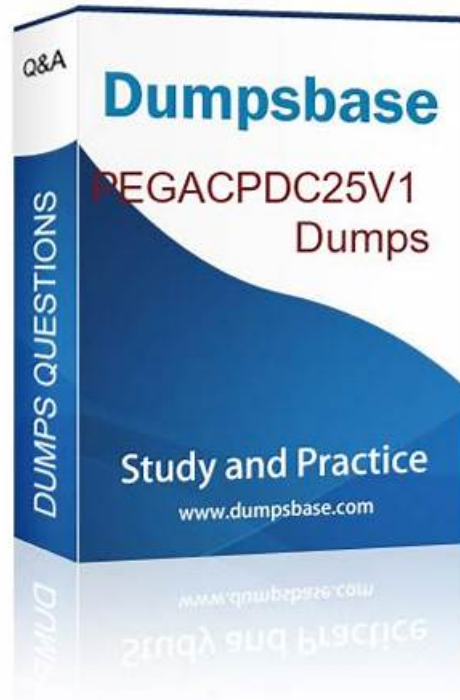


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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

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"> Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.
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"> Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.
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"> Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.
Topic 7	<ul style="list-style-type: none"> Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q68-Q73):

NEW QUESTION # 68

U+ BankT a retail bank, uses Pega Customer Decision Hub to manage various business changes throughout their operations The bank's team members need to understand which change request type to use tor different business scenarios they encounter Select each change request type on the left, and drag it to the matching scenario descriptions on the right:

Answer:

Explanation:

Explanation:

NEW QUESTION # 69

MyCo, a telecom company, developed a new data plan group to suit the needs of its customers. The following table lists the three data plan actions and the criteria that customers must satisfy to qualify for the offer:

Answer:

Explanation:

Explanation:

A screenshot of a computer screen AI-generated content may be incorrect.

NEW QUESTION # 70

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

Answer: B,C

NEW QUESTION # 71

U+ Bank's marketing department wants to use the always-on outbound approach to send promotional emails about credit card

offers to qualified customers. As a part of this promotion, the bank wants to identify the starting population by defining a few high-level criteria in a segment.

For each condition below, select which two conditions should be defined in Segment and which three conditions should be defined in Engagement policy as best practice

Answer:

Explanation:

Explanation:

NEW QUESTION # 72

MyCo, a telecom company, uses Pega Customer Decision Hub to present offers to qualified customers. The business recently decided to send offer messages through the email channel. The Design department has designed an email treatment which includes dynamic placeholders.

As a deaccessioning architect, what do you use in order to test the visualization and the rendering of the email content, including replacing of the placeholders with customer information?

- A. Schedule an outbound run with a limited number of customers
- B. Preview section from the email content editor
- C. A seed list from the Test email tab
- D. A list of customer email addresses from the Test email tab

Answer: C

Explanation:

To test the visualization and the rendering of the email content, including replacing of the placeholders with customer information, you use a seed list from the Test email tab. A seed list is a predefined set of customers that you can use to test your email treatments before sending them to your target audience. You can select one or more customers from the seed list and send them a test email with your treatment. You can then verify how the email looks in their inbox and how the placeholders are replaced with their actual values. Verified References: [Pega Academy - Decisioning Consultant - Testing email treatments]

NEW QUESTION # 73

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