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### Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<ul style="list-style-type: none"><li>Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.</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>Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.</li></ul>

Topic 5	<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 6	<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>

## Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q101-Q106):

### NEW QUESTION # 101

U+ Bank, a retail bank, has recently implemented a project in which credit card offers are presented to qualified customers when they log in to the web self-service portal. The bank added engagement policy conditions to show the offers based on the bank's requirements.

In the Answer Area, select the correct engagement policy for each condition.

☐

**Answer:**

Explanation:

☐

Explanation:

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

☐

### NEW QUESTION # 102

The development team at U+Bank wants to create multiple test personas for their new engagement strategy quickly. A team member suggests using Pega GenAI features instead of creating a manual persona to improve efficiency and speed up the testing process.

Which advantage does Pega GenAI provide when creating personas compared to manual creation?

- A. Pega GenAI allows describing persona traits by using natural language to speed up creation.
- B. Pega GenAI creates personas that do not require validation or review after generation.
- C. Pega GenAI removes the need to configure channel context during persona testing.
- D. Pega GenAI automatically builds engagement policies for every persona it creates.

**Answer: A**

### NEW QUESTION # 103

Regional Bank has a fully implemented 1:1 customer engagement solution that is in the business-as-usual phase. A business user from this bank identifies the need for a new promotional offer for customers who regularly use mobile banking services. The user has detailed requirements including eligibility criteria, treatment messaging, and implementation timeline.

Which process should the business user follow to implement the new action?

- A. Access the Customer Decision Hub portal directly and create the action on the Action landing page
- B. Contact the IT department to develop the action artifacts outside the standard workflow
- C. Use the bulk import functionality to upload the action configuration from a spreadsheet
- D. Create a change request specifying action details, which will then be processed by NBA specialists

**Answer: D**

### NEW QUESTION # 104

A revision manager needs to deploy changes from the business operations environment to production. The NBA Specialist has completed all build tasks and validated the generated artifacts. The team lead has promoted the change request to the revision manager for deployment processing.

Which step should you take to push the changes to production?

- A. Deploy the change request to production before closing It in 1:1 Operations Manager

- B. Return the change request to the NBA Specialist for integration testing
- C. Create a new change request to specifically address the deployment step
- **D. Access Revision Management in Pega Customer Decision Hub portal, review the change request, and push to deployment**

**Answer: D**

#### NEW QUESTION # 105

U+- Bank, a retail bank, has recently Implemented a project in which qualified customers see mortgage offers when they log in to the web self-service portal.

Currently, only the customers who satisfy the following engagement policy conditions receive the Fifteen- year fixed-rate mortgage offer:

□ The bank decides to make two changes:

1. Update the suitability condition for the Fifteen-year fixed-rate mortgage offer.
2. Introduce a new offer, Twenty-year fixed-rate mortgage.

The following table shows the new engagement policy conditions for both mortgage offers:

□ What is the best practice to fulfill this change management requirement in the business operations environment?

- A. Create two change requests: one in the Pega Customer Decision Hub portal and the other in the 1:1 Operations Manager portal.
- B. Create a single change request in the Pega Customer Decision Hub portal.
- **C. Create two change requests in the 1:1 Operations Manager portal.**
- D. Create a single change request in the 1:1 Operations Manager portal.

**Answer: C**

#### NEW QUESTION # 106

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