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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.
Topic 2	<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 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"> Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.
Topic 5	<ul style="list-style-type: none"> Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.
Topic 6	<ul style="list-style-type: none"> AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q86-Q91):

NEW QUESTION # 86

U+Bank presents various credit card offers to Its customers on Its website. The bank uses AI to prioritize the offers according to customer behavior. After the introduction of the Gold credit card offer, the offer click- through propensity decreased to 0.42. What does the decrease in the propensity value most likely indicate?

- A. Similar customers show interest in the offer.
- **B. Similar customers ignore the offer.**
- C. Similar customers do not qualify for the offer.
- D. Similar customers purchase other offers.

Answer: B

NEW QUESTION # 87

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 AREA

<u>Condition: Customer...</u>	Segment	Engagement policy
has a monthly income less than 20000	<input type="radio"/>	<input type="radio"/>
is opted in to receive promotional emails	<input type="radio"/>	<input type="radio"/>
has a credit score higher than 200	<input type="radio"/>	<input type="radio"/>
has a debt to income ratio higher than 30	<input type="radio"/>	<input type="radio"/>
is opted out to receive credit card promotions on mobile phone	<input type="radio"/>	<input type="radio"/>

Answer:

Explanation:

Answer Area

<u>Condition: Customer...</u>	<u>Segment</u>	<u>Engagement policy</u>
has a monthly income less than 20000	<input checked="" type="checkbox"/>	<input type="checkbox"/>
is opted in to receive promotional emails	<input checked="" type="checkbox"/>	<input type="checkbox"/>
has a credit score higher than 200	<input type="checkbox"/>	<input checked="" type="checkbox"/>
has a debt to income ratio higher than 30	<input type="checkbox"/>	<input checked="" type="checkbox"/>
is opted out to receive credit card promotions on mobile phone	<input type="checkbox"/>	<input checked="" type="checkbox"/>

NEW QUESTION # 88

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 Area

<u>Criteria</u>	<u>Engagement policy level</u>
Criterion 1	<input type="text" value="Issue level"/> <input type="text" value="Group level"/> <input type="text" value="Action level"/>
Criterion 2	<input type="text" value="Issue level"/> <input type="text" value="Group level"/> <input type="text" value="Action level"/>
Criterion 3	<input type="text" value="Issue level"/> <input checked="" type="text" value="Group level"/> <input type="text" value="Action level"/>

Answer:

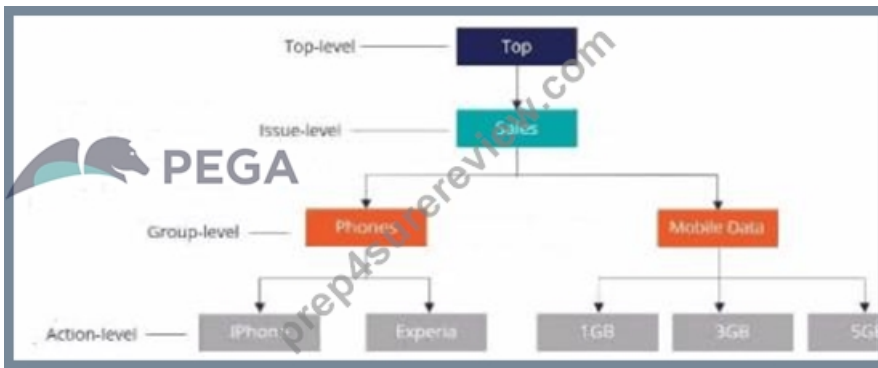
Explanation:

Answer Area

<u>Criteria</u>	<u>Engagement policy level</u>
Criterion 1	<input type="text" value="Issue level"/> <input checked="" type="text" value="Group level"/> <input type="text" value="Action level"/>
Criterion 2	<input type="text" value="Issue level"/> <input type="text" value="Group level"/> <input checked="" type="text" value="Action level"/>
Criterion 3	<input type="text" value="Issue level"/> <input checked="" type="text" value="Group level"/> <input type="text" value="Action level"/>

NEW QUESTION # 89

MyCo, a mobile company, uses Pega Customer Decision Hub™ to display offers to customers on its website. The company wants to present more relevant offers to customers based on customer behavior. The following diagram is the action hierarchy in the Next-Best-Action Designer.



The company wants to present offers from both the groups and arbitrate across the two groups to select the best offer based on customer behavior.

As a decisioning architect, what must you do to present offers from the two groups'

- A. Enable an engagement policy for the second group.
- **B. Map a real-time container to the Top-level or Issue-level.**
- C. Set contact limits for both the groups.
- D. Create a decision strategy at the Issue-level.

Answer: B

NEW QUESTION # 90

U+ Bank has recently defined two contact policies:

1. Suppress a group of credit card offers for 30 days if any credit card offer is rejected three times in any channel in the past 15 days.
 2. Suppress the Reward card offer, part of the credit card group, for 7 days if it is rejected twice in any channel in the last 7 days.
- Paul, an existing U+ Bank customer, no longer sees the Reward card offer. What is the reason that Paul cannot see the offer?

- A. Paul rejected the Reward card offer once in contact center.
- B. Paul rejected the Reward card offer once on the web channel.
- C. Paul rejected other credit card offers once on the web channel and once in the contact center.
- **D. Paul rejected other credit card offers twice on the web channel and once in contact center.**

Answer: D

Explanation:

Paul cannot see the Reward card offer because he rejected other credit card offers twice on the web channel and once in contact center in the past 15 days. This triggers the first contact policy that suppresses a group of credit card offers for 30 days if any credit card offer is rejected three times in any channel in the past 15 days. The Reward card offer is part of the credit card group, so it is suppressed for Paul for 30 days. The second contact policy that suppresses the Reward card offer for 7 days if it is rejected twice in any channel in the last 7 days does not apply because Paul did not reject the Reward card offer twice in any channel in the last 7 days. Verified Reference: [Certified Pega Decisioning Consultant | Pega Academy], Suppression policies system Following is the description of the image that was sent with question no:5:

This is a screenshot of a table with four columns and two rows.

The table has a header row with white text on a blue background.

The header row reads "Constraint name", "Constraint mode", "Constraint value", and "Channel".

The second row has black text on a white background.

The second row reads "Standard card", "Return any action that does not exceed", "100", and "Daily".

The table has a gray border and a light blue background.

NEW QUESTION # 91

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