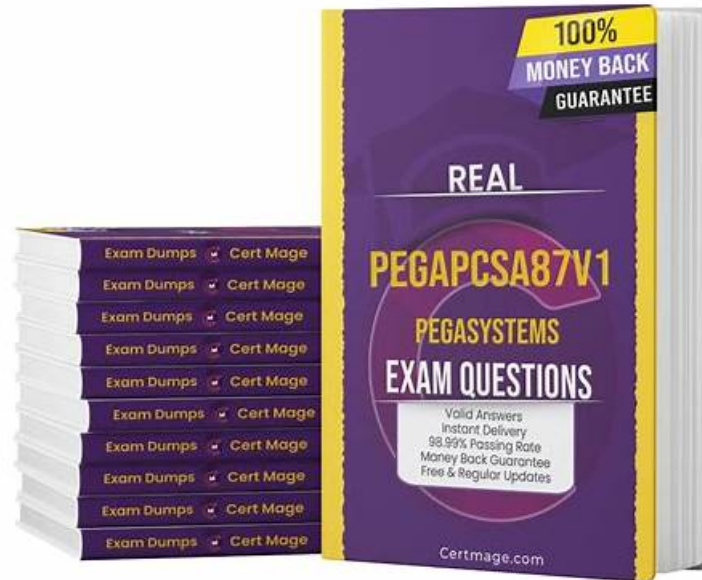


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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

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"> AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.
Topic 3	<ul style="list-style-type: none"> Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.
Topic 4	<ul style="list-style-type: none"> Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q54-Q59):

NEW QUESTION # 54

U+ Bank is facing an unforeseen technical issue with its customer care system. As a result, the bank wants to share the new temporary contact details with all customers over an SMS.

Which type of outbound interaction do you configure to implement this requirement?

- A. Priority communication
- B. Customer event
- C. Security event
- D. Scheduled update

Answer: A

Explanation:

A priority communication is a type of outbound interaction that allows you to send urgent messages to customers that are not related to any specific offer or proposition. You can use priority communications to inform customers about important events or changes that affect their relationship with your organization. In this case, the bank wants to share the new temporary contact details with all customers over an SMS, so creating a priority communication is the best option. Verified Reference: [Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 55

U+ Bank uses Pega Customer Decision Hub to approve credit card limit changes requested by customers automatically. A scorecard model determines the customer credit score. The automatic approval of credit card limits are processed based on the following criteria set by the bank.

The bank wants to change the threshold value for the USD2000 credit limit from <175 to <200. How do you implement this change?

- A. Change the cutoff value in the Results tab of the scorecard decision component.
- B. Map the score value in the decision strategy to <=200.
- C. Change in the strategy the condition from .pxSegment <=175 to .pxSegment <=200.
- D. Change the cutoff value in the Results tab of the scorecard model.

Answer: D

Explanation:

The scorecard model determines the customer credit score based on various factors, such as income, expenses, assets, liabilities, etc. The scorecard model has a Results tab where you can define the cutoff values for different segments based on the credit score. To change the threshold value for the USD2000 credit limit from <175 to <200, you need to change the cutoff value in the Results tab of the scorecard model. Changing the cutoff value in the scorecard decision component, changing the condition in the strategy, or mapping the score value in the decision strategy will not affect the credit score calculation or segmentation.

NEW QUESTION # 56

U+ Bank has recently implemented Pega Customer Decision Hub. As a first step, the bank went live with the contact center to improve customer engagement. Now, U+ Bank wants to extend its customer engagement through the web channel. As a decisioning architect, you have created the new set of actions, the corresponding treatments, and defined a new trigger in the Next-Best-Action Designer for the new web channel.

What else do you configure for the new treatments to be present in the next-best-action recommendations?

- A. Change the generated decision strategy.
- B. Modify the Next-Best-Action Framework strategy to cater to the new web channel.
- **C. No need to do anything. The strategy is auto-generated.**
- D. Create a channel strategy specifically for web.

Answer: C

Explanation:

When you create a new trigger in the Next-Best-Action Designer, Pega Customer Decision Hub automatically generates a decision strategy for that trigger and channel. You do not need to create or modify any strategies manually. Verified Reference: Pega Academy - Decisioning Consultant - Creating triggers

NEW QUESTION # 57

You are a decisioning architect responsible for configuring offer prioritization for home loan offers based on the business requirements. Select each prioritization factor on the left and drag it to the correct condition on the right.

Answer:

Explanation:

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NEW QUESTION # 58

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 for 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:

NEW QUESTION # 59

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