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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	• AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.
Topic 2	• Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.
Topic 3	• Next-Best-Action concepts: Covers one-to-one engagement fundamentals, contact center optimization, always-on outbound strategies, and next-best-action optimization.
Topic 4	• Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.
Topic 5	• Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.

Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q78-Q83):

NEW QUESTION # 78
The following decision strategy outputs the most profitable shoe a retailer can sell. The profit is the selling Prices of the shoe, minus the Cost to acquire the shoe.
The details of the shoes are provided in the following table:
The details of the shoes are provided in the following table:
To output the most profitable shoe, which component do you add in the blank space that is highlighted in red?

- A. Prioritize
- B. Decision table
- C. Filter
- D. Group By

Answer: A

Explanation:
To output the most profitable shoe, you need to add a Prioritize component in the blank space. A Prioritize component allows you to rank actions based on one or more properties. In this case, you can rank the shoes based on the Profit property and select the highest ranked shoe as the output. Verified References: Pega Academy - Decisioning Consultant - Prioritizing actions

NEW QUESTION # 79
A financial institution's NBA team discovers that they need to modify their risk assessment strategy and edit a scorecard used for loan approvals. The team lead reviews the available options in 1:1 Operations Manager to determine the most appropriate approach to implementing these changes.
Which approach should the team lead use to implement these strategy and scorecard modifications?

- A. Submit an Other request type in the Customer Decision Hub portal
- B. Submit a Create new action request in 1:1 Operations Manager
- C. Create a new revision in 1:1 Operations Manager, followed by a new change request in the Customer Decision Hub portal
- D. Submit an Update existing action request in 1:1 Operations Manager

Answer: A

NEW QUESTION # 80

An outbound run identifies 150 Standard card offers, 75 on email, and 75 on the SMS channel. If the following volume constraint is applied, how many actions are delivered by the outbound run?

- A. 0
- B. 75 SMSes and 25 emails
- C. 75 emails 25 SMSes
- D. 1

Answer: C

Explanation:

The outbound run delivers 75 emails and 25 SMSes for the Standard card offer because the volume constraint is set to limit the number of actions per channel per day. The email channel has a limit of 75 actions per day, so all 75 email offers are delivered. The SMS channel has a limit of 25 actions per day, so only 25 SMS offers are delivered. The remaining 50 SMS offers are not delivered because they exceed the volume constraint.

NEW QUESTION # 81

MyCo, a telecom company, notices that when customers call to check on bill status, 80% of the time, they received the wrong offer promotion, leading to customer dissatisfaction. The company decides to boost customers' needs in the prioritization formula, to Improve sales in the current quarter.
Which arbitration factor do you configure to implement the requirement?

- A. Business value
- B. Business weighting
- C. Propensity
- D. Context weighting

Answer: D

NEW QUESTION # 82

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 wantsto identify the starting population by defining a few high-level criteria ina 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 # 83

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