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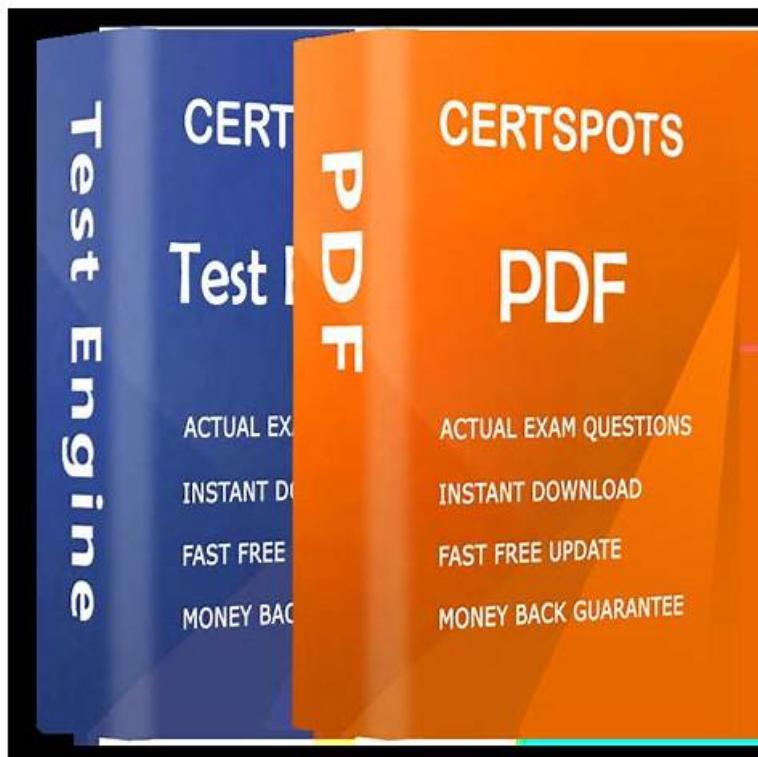


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## Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

| Topic | Details |
|---|---|
| Topic 1 | • 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 2 | • Next-Best-Action concepts: Covers one-to-one engagement fundamentals, contact center optimization, always-on outbound strategies, and next-best-action optimization. |
| Topic 3 | • Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine. |
| Topic 4 | • AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection. |
| Topic 5 | • 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 (Q95-Q100):

### NEW QUESTION # 95
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:
A close-up of a document AI-generated content may be incorrect.

### NEW QUESTION # 96
U+ Bank, a retail bank, has purchased Pega Customer Decision Hub. The bank currently uses an external tool to design email content and a third-party email service provider to send emails to its customers.
As a decisioning architect, how do you recommend the bank implements this requirement?

- A. Create an external email treatment and use Customer Decision Hub to design the email.
- B. Create an internal email treatment and use Customer Decision Hub to design the email.
- C. Create an external email treatment and use an external tool to design the email.
- D. Create an internal email treatment and import the email content HTML.

**Answer: C**

Explanation:
To implement this requirement, you need to create an external email treatment and use an external tool to design the email. An external email treatment is a type of treatment that allows you to use a third-party email service provider to send emails to your customers. You can configure the external email treatment with the name of the provider, the authentication details, and the template ID that corresponds to the email content that you design using an external tool. This way, you can leverage your existing tools and processes for sending emails, while still using Customer Decision Hub to select the best actions and treatments for your customers.
Verified References: Pega Academy - Decisioning Consultant - Creating external treatments

### NEW QUESTION # 97
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 # 98

You are a decisioning architect on a next-best-action project and are responsible for designing and implementing decision strategies. Select each component on the left and drag it to the correct requirement on the right.

| Component |
|-----------|
| Group By |
| Set Property |
| Scorecard |

**Answer Area**

| Requirement | Component |
|-------------|-----------|
| Determine target budget to retain a customer | |
| Compute sum of profit | |
| Determine customer credit score | |

**Answer:**

Explanation:

| Component | Answer Area | Requirement | Component |
|-----------|-------------|-------------|-----------|
| Group By | | Determine target budget to retain a customer | Set Property |
| Set Property | | Compute sum of profit | Group By |
| Scorecard | | Determine customer credit score | Scorecard |

Explanation:

| Component | Answer Area | Requirement | Component |
|-----------|-------------|-------------|-----------|
| Group By | | Determine target budget to retain a customer | Set Property |
| Set Property | | Compute sum of profit | Group By |
| Scorecard | | Determine customer credit score | Scorecard |

# NEW QUESTION # 99

U+ Bank has decided to use the Pega Customer Decision Hub, M to recommend more relevant banner ads to its customers when they visit the personal portal. Select each placement type on the left and drag it to the correct requirement on the right.

| Placement Type |
|----------------|
| Tile |
| Carousel |
| Hero |
| Footer bar |

**Answer Area**

| Requirement | Placement Type |
|-------------|----------------|
| To display an offer as a rotating strip of images | |
| To display an offer at the bottom of the page | |
| To display an offer at the top of the page | |
| To display an offer at a defined location on the account page | |

**Answer:**

Explanation:
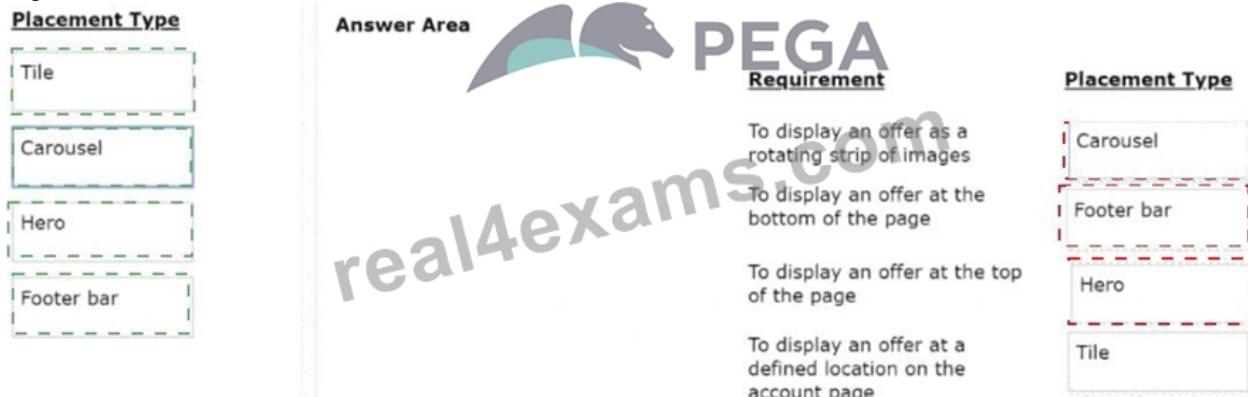


Explanation:
A screenshot of a computer screen AI-generated content may be incorrect.


**NEW QUESTION # 100**
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