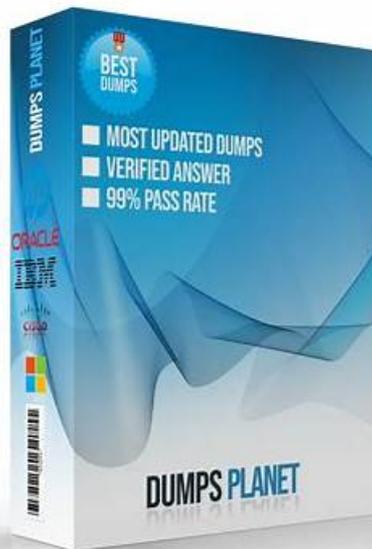


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## Pegasystems Certified Pega Business Architect 24 Sample Questions (Q115-Q120):

### NEW QUESTION # 115

A survey is sent to a customer via email. How do you configure a solution to ensure the email includes the case ID for the survey?

- A. Delegate a business rule so representatives can customize the email content as needed on a case-by-case basis
- B. Use the Insert Property feature of a Send Email step to add the case ID when composing the message dialog

- C. Create a process using the Send Email step allowing representatives to quickly add the case ID to the email
- D. Create a required field for the case ID that must be entered by a user during the case process prior to sending the survey

**Answer: C**

#### **NEW QUESTION # 116**

A \_\_\_\_\_ displays the overall form for viewing a work item.

Response:

- A. Section
- B. Layout
- C. Harness
- D. Flow Action

**Answer: B**

#### **NEW QUESTION # 117**

You have a requirement to create an email Correspondence that built-on applications can reuse. In which two Layers of the Enterprise Class Structure could you apply the email Correspondence Rule?

(Choose Two)

Response:

- A. Implementation
- B. Pega Platform™
- C. Division
- D. Organization

**Answer: C,D**

#### **NEW QUESTION # 118**

Which two requirements demonstrate the need to configure correspondence?

(Choose Two)

Response:

- A. Text the customer with status changes in an insurance claim.
- B. Fax a new insurance claim to the auto repair shop.
- C. Phone a customer for additional information about the case.
- D. Assign a new insurance claim to a case worker to process

**Answer: A,C**

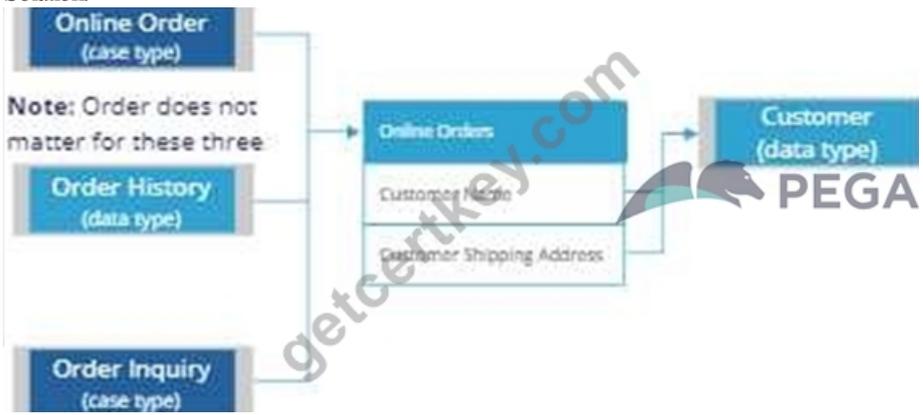
#### **NEW QUESTION # 119**

In this same application, you now want to drill down into the Data Designer for the Online Orders and Order History data types. Click Online Orders and Order History to enter the Data Designer. View the information in the Data Designer before you proceed. Information from this view of the Integration Designer helps you complete the second activity. You can return to this information at any time from the activity page by clicking the back arrow.

Data types	Data views	Referenced By	System of record
Customer	List customer address info List customer contact info	Online Order Order Inquiry	Pega
Online Orders	List Orders by Customer ID SIMULATED Fetch Orders by Order ID SIMULATED	Online Order Order Inquiry	Pega Robotics FIX NOW
Order History	Get Order History SIMULATED	Order Inquiry	Orders FIX NOW



Solution:



Determine whether the given solution is correct? Response:

- A. Correct
- B. Incorrect

Answer: A

**NEW QUESTION # 120**

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