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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.
Topic 2	<ul style="list-style-type: none">• Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.
Topic 3	<ul style="list-style-type: none">• Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.

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"> 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.

Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q84-Q89):

NEW QUESTION # 84

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

Condition: Customer...	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

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

Explanation:

A screenshot of a survey AI-generated content may be incorrect.

NEW QUESTION # 85

Pega Customer Decision Hub enables organizations to make Next-Best decisions. To which type of a decision is Next-Best-Action

applied?

- **A. Determining if a borrower gets a loan**
- B. Determining how to optimize inventories
- C. Predicting the time of a machine failure
- D. Optimizing supply chain management

Answer: A

Explanation:

Next-Best-Action is a type of decision that involves selecting and prioritizing the most appropriate proposition for each customer at any given moment. Next-Best-Action can be applied to decisions that require customer-centricity, personalization, and contextualization. Determining if a borrower gets a loan is an example of such a decision, as it depends on the customer's attributes, behaviors, preferences, and needs. The other options are examples of decisions that are not related to customer interactions, but rather to operational or analytical processes. Verified References: [Pega Decisioning Consultant | Pega Academy]

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. With 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 do not qualify for the offer.
- **C. Similar customers ignore the offer.**
- D. Similar customers purchase other offers.

Answer: C

Explanation:

The propensity is a measure of how likely a customer is to accept an offer, based on their attributes and behaviors. The propensity is calculated by using predictive analytics models that learn from historical data and feedback. A low propensity value indicates that the offer is not relevant or attractive for the customer, and that similar customers have ignored or rejected the offer in the past. Therefore, if the offer click-through propensity decreased to 0.42, it most likely indicates that similar customers ignore the offer. Verified References: Pega Decisioning Consultant | Pega Academy

NEW QUESTION # 87

The development team at U+Bank wants to create multiple test personas for their new engagement strategy quickly. A team member suggests using Pega GenAI features instead of creating a manual persona to improve efficiency and speed up the testing process. Which advantage does Pega GenAI provide when creating personas compared to manual creation?

- A. Pega GenAI creates personas that do not require validation or review after generation.
- B. Pega GenAI automatically builds engagement policies for every persona it creates.
- **C. Pega GenAI allows describing persona traits by using natural language to speed up creation.**
- D. Pega GenAI removes the need to configure channel context during persona testing.

Answer: C

NEW QUESTION # 88

MegaRetail Solutions has successfully created and approved their brand voice in Pega 1:1 Operations Manager. They have also established global directives for style, grammar, language, and compliance. Now they want to ensure that their Pega GenAI system uses this brand voice to generate marketing treatments that also maintain consistency with their established guidelines. How will MegaRetail Solutions' approved brand voice be applied in their content generation process?

- **A. The system uses brand voice with global directives for consistent content generation**
- B. Global directives override brand voice settings for compliance requirements
- C. Brand voice replaces global directives for streamlined content creation
- D. Brand voice applies only to manually created content, not automated generation

Answer: A

NEW QUESTION # 89

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