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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Next-Best-Action concepts: Covers one-to-one engagement fundamentals, contact center optimization, always-on outbound strategies, and next-best-action optimization.
Topic 2	<ul style="list-style-type: none">• Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.

Topic 3	<ul style="list-style-type: none"> Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.
Topic 4	<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.
Topic 5	<ul style="list-style-type: none"> AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q105-Q110):

NEW QUESTION # 105

U+ Bank, a retail bank, has recently implemented a project in which credit card offers are presented to qualified customers when they log in to the web self-service portal The Dank added engagement policy conditions to show the offers based on the bank's requirements.

In the Answer Area, select the correct engagement policy for each condition.

Condition	Engagement policy		
	Eligibility	Applicability	Suitability
The customer must not be flagged as a defaulted borrower	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer already owns a higher-value offer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Must be a resident of New York City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The savings product offers are relevant only if the customer has not explicitly opted out of direct marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inappropriate for customers with a credit score < 300 as they are likely to default	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Answer:

Explanation:

Condition	Engagement policy		
	Eligibility	Applicability	Suitability
The customer must not be flagged as a defaulted borrower	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Customer already owns a higher-value offer	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Must be a resident of New York City	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The savings product offers are relevant only if the customer has not explicitly opted out of direct marketing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inappropriate for customers with a credit score < 300 as they are likely to default	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Explanation:

Condition	Engagement policy		
	Eligibility	Applicability	Suitability
The customer must not be flagged as a defaulted borrower	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Customer already owns a higher-value offer	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Must be a resident of New York City	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
The savings product offers are relevant only if the customer has not explicitly opted out of direct marketing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inappropriate for customers with a credit score < 300 as they are likely to default	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

NEW QUESTION # 106

Regional Bank experiences an unexpected system outage affecting online banking services across multiple locations. The bank needs to immediately inform all customers about the temporary service disruption and provide alternative banking options. The communication must reach every customer simultaneously and should not be repeated.

Which communication approach should the bank use to address this urgent customer notification requirement?

- A. Create a one-time action to deliver Immediate batch communication to all customers
- B. Schedule a regular always-on outbound communication with engagement policies
- C. Send individual personalized messages through the standard outbound schedules
- D. Configure a promotional campaign with targeted audience segmentation rules

Answer: A

NEW QUESTION # 107

U+ Bank wants to use Pega Customer Decision Hub to show the Reward Card offer on its website to the qualified customers. In preparation, the action, the treatment, and the real-time container are already created. As a decisioning architect, you need to verify the configurations in the Channel tab of the Next-Best-Action Designer to enable the website to communicate with Pega Customer Decision Hub.

To achieve this requirement, which two tasks do you ensure are complete in the Channel tab of the Next-Best-Action Designer?
(Choose Two)

- A. Add contact policy rules.
- B. Define the starting population.
- C. Enable a web channel.
- D. Map the real-time container to a business structure level.

Answer: C,D

Explanation:

To achieve this requirement, you need to ensure that two tasks are complete in the Channel tab of the Next-Best-Action Designer: enable a web channel and map the real-time container to a business structure level. A web channel is a type of channel that allows you to deliver actions and treatments to your customers through your website or web app. You need to enable a web channel and configure its settings, such as authentication, security, and response format. A real-time container is a configuration that defines how to deliver actions and treatments to a specific channel. You need to map the real-time container that contains the Reward Card offer to a business structure level, such as Top-level or Issue-level, so that it can be available for delivery through the web channel.
Verified Reference: [Pega Academy - Decisioning Consultant - Configuring channels], [Pega Academy - Decisioning Consultant - Configuring real-time containers]

NEW QUESTION # 108

As a decisioning architect, how can you optimize the strategies that are based on Insights that you gain from the AI Insight feature in the Customer Profile Viewer?

- A. By understanding how engagement policies are being used and why certain actions are filtered
- B. By generating automated marketing campaigns based on customer data
- C. By integrating social media analytics into the Customer Profile Viewer
- D. By understanding how action performance is used and why new actions are required

Answer: A

NEW QUESTION # 109

The U+ Bank marketing department wants to leverage the next-best-action capability of Pega Customer Decision Hub on Its website to promote new offers to each customer.

Place the events in the sequential order.

events

The website loads the account page with the content returned by Customer Decision Hub.
The website invokes the real-time container before loading the account page.
Customer Decision Hub returns the resulting offer details to the website.
Customer Decision Hub evaluates offers from the associated issue/group.

event order



Navigation arrows: left, right, up, down

Answer:

Explanation:

Answer Area

The website invokes the real-time container before loading the account page.

Customer Decision Hub evaluates offers from the associated issue/group

Customer Decision Hub returns the resulting offer details to the website.

The website loads the account page with the content returned by Customer Decision Hub.

- 1 - The website invokes the real-time container before loading the account page.
- 2 - Customer Decision Hub evaluates offers from the associated issue/group.
- 3 - Customer Decision Hub returns the resulting offer details to the website.
- 4 - The website loads the account page with the content returned by Customer Decision Hub.

NEW QUESTION # 110

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