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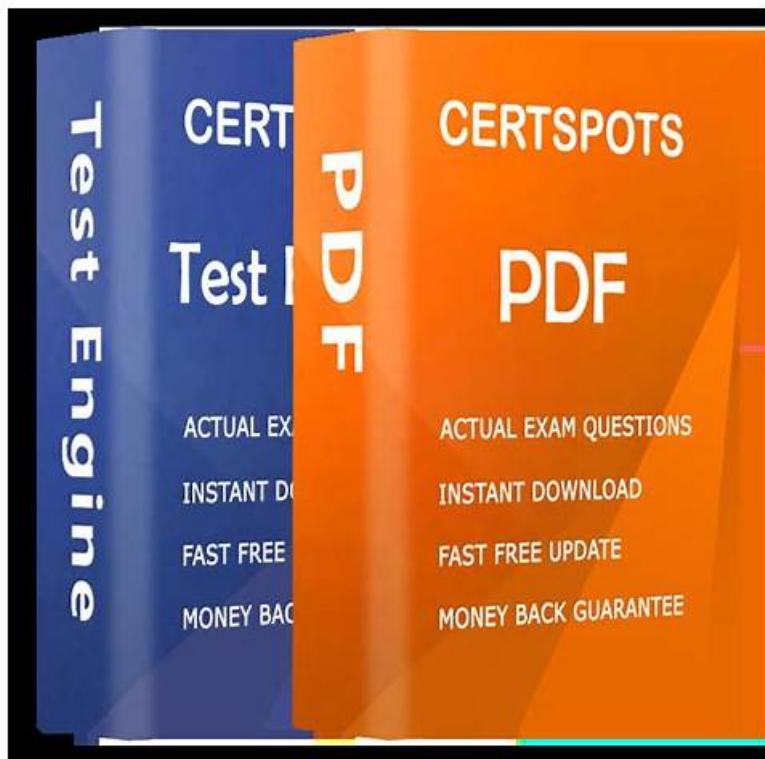
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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details

Topic 1	• AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.
Topic 2	• Next-Best-Action concepts: Covers one-to-one engagement fundamentals, contact center optimization, always-on outbound strategies, and next-best-action optimization.
Topic 3	• 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 4	• Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.

Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q64-Q69):

NEW QUESTION # 64
U+ Bank, a retail bank, is currently presenting a cashback offer on its website.
Currently, only the customers who satisfy the following engagement policy conditions receive the cashback offer:
While continuing cross-selling on the web, the bank now wants to present the cashback offer through a new channel, SMS. The bank also wants to update the suitability condition by lowering the threshold of the debt- to-income ratio from 48 to 45.
As a business user, what are the two tasks that you define to update the cashback offer? (Choose Two)

- A. Edit the action details.
- B. Add a new treatment.
- C. Edit an existing treatment.
- D. Edit the engagement policy.
- E. Remove existing treatment.

Answer: A,D

Explanation:
To update the cashback offer, you need to edit the engagement policy and the action details. Editing the engagement policy allows you to add a new channel (SMS) and update the suitability condition (lowering the debt-to-income ratio). Editing the action details allows you to specify the treatment for each channel (web and SMS). Verified References: [Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 65
As a decisioning architect, you are setting up the action hierarchy for MyCo. Select the correct action hierarchy level for each of the hierarchy items identified.

Answer:

Explanation:
Answer Area

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

NEW QUESTION # 66

A financial services company has implemented always-on outbound campaigns for three credit card offers:
Standard card. Rewards card, and Rewards Plus card. The marketing team observes that customers who are qualified for multiple actions receive different numbers of offers, depending on the configuration of the volume constraint mode. To optimize customer engagement, the system administrator must choose between constraint modes.
Which volume constraint mode ensures that customers receive all actions for which they qualify, provided the actions do not reach volume limits?

- A. As a group for the context (output all actions)
- B. Individually for each action
- C. Return any action that does not exceed constraint
- D. Sequential action delivery mode

Answer: C

NEW QUESTION # 67

MyCo, a telecom company, wants to Include offer-related images in the emails that they send to their qualified customers. As a decisioning architect, what best practice do you follow to include images in emails?

- A. Host images on an external server.
- B. Provide links to images In the email.

- C. Directly embed images in the email.
- D. Attach images to the email.

Answer: A

NEW QUESTION # 68
U+ Bank follows all engagement policy best practices to present credit card offers on their website. The bank has introduced a new credit card offer, the Rewards card. Anna, an existing customer, currently holds a higher value card, Premier Rewards, and does not see the new Rewards card offer.
What condition possibly prevents Anna from seeing the new Rewards card offer?

- A. Eligibility
- B. Applicability
- C. Suppression rules
- D. Suitability

Answer: C

Explanation:
Suppression rules are used to prevent customers from seeing offers that are not relevant or appropriate for them. For example, if a customer already has a higher value card, they should not see a lower value card offer.
Therefore, suppression rules are the most likely condition that prevents Anna from seeing the new Rewards card offer. Verified References: [Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 69
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