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Pegasystems PEGACPBA24V1 Certified Pega Business Architect 24

Questions & Answers PDF
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Pegasystems PEGACPBA24V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Application Development: This section evaluates skills of Pega Business Architects and Developers in application development. It covers the roles and skills of a Pega Business Architect, identification of project stakeholders, and benefits of Pega's Center-out™ business architecture. Candidates learn about App Studio's value, understand rules, rulesets, classes, and the role of generative AI. The domain also covers Pega's CI• CD pipeline with Deployment Manager, use of collaboration tools, managing application development with user stories, feedback, and bug tracking, and using tools like Case Type Backlog and Estimator for project scoping.

Topic 2	<ul style="list-style-type: none"> • Pega Express: This section of the exam measures skills of Business Analysts and Delivery Managers and covers the benefits and best practices of the Pega Express delivery approach. Candidates learn about the Pega Express values and best practices framework, the process and advantages of Directly Capture Objectives (DCO), and understand the four phases of Pega Express delivery along with relevant terminology.
Topic 3	<ul style="list-style-type: none"> • Data and Integration: This section measures skills of Data Analysts and Integration Specialists focusing on configuring data objects, relationships, and records. Candidates learn to capture and present data through fields and views, create calculated values, validate data with business logic rules, manipulate application data including setting default property values, and configure data transforms.
Topic 4	<ul style="list-style-type: none"> • Reporting: This domain measures reporting capabilities of Reporting Analysts and Data Visualization Specialists. Candidates learn the benefits of using Insights, creating visualizations with tables and charts, and utilizing columns and filters for effective data representation.
Topic 5	<ul style="list-style-type: none"> • Case Management: This domain targets Case Designers and Process Architects and explores designing a case lifecycle, including setting case statuses and adding instructions for tasks. Candidates demonstrate ability to configure service level agreements with urgency, goals, and deadlines, and manage routing of assignments to users, work groups, or queues. This section also includes configuring email correspondence, identifying duplicate cases, adding optional actions and automating workflow decisions using conditions. Candidates learn to pause and resume case processing, skip stages or processes, configure child cases, use automation shapes appropriately, and create and manage user teams.
Topic 6	<ul style="list-style-type: none"> • Security: Designed for Security Analysts and Access Managers, this domain covers the relationship between personas, operators, and access groups within Pega. Candidates articulate the difference between authorization and authentication and understand their applications.

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Pegasystems Certified Pega Business Architect 24 Sample Questions (Q105-Q110):

NEW QUESTION # 105

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance by using a call center while more experienced customers prefer using the online company forum.

Which three of the following statements are true?

(Choose Three)

Response:

- A. New customer obtains troubleshooting assistance by using a call center is a microjourney
- B. Customer obtains troubleshooting assistance is a journey
- C. Customer obtains troubleshooting assistance is a microjourney
- D. Experienced customer obtains troubleshooting assistance by using the online forum is a microjourney
- E. New customer obtains troubleshooting assistance by using a call center is a journey
- F. Experienced customer obtains troubleshooting assistance by using the online forum is a journey

Answer: A,B,D

NEW QUESTION # 106

A list report includes columns for purchase requests and regional cost centers. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

- A. Summarize the purchase requests column by count
- B. Use the purchase requests column to group the cost centers
- C. Summarize the regional cost centers by count
- D. Filter the results so that only cost center and purchase requests are included in the report

Answer: A

NEW QUESTION # 107

In a job application case for a call center position, all customer service agents must speak English, but positions for Spanish, French, and German speakers are also available. During the interview process illustrated below, the Conduct Interview assignment task must be routed to an interviewer who speaks the same language as the applicant.



What is the best way to design routing so the correct interviewer is assigned the task?

- A. Route the job application to an appropriately skilled operator using the Specific user option
- B. Route the job application to a specific queue using the Use business logic option
- C. Route the job application to an operator within a skilled group using the Specific user option
- D. Route the job application to a specific user using the Use business logic option

Answer: B

NEW QUESTION # 108

A manager has reviewed a case and has decided to increase the case urgency and escalate to HR. HR must review and respond within four business hours. Which three configuration options are needed to enable the manager to satisfy the requirements? (Choose three.)

- A. Provide a filed for urgency adjustment
- B. Provide a local action to transfer the assignment to another queue
- C. Provide escalation action to HR and resolve the case
- D. Provide a service level for the HR assignment
- E. Provide notification to HR requesting urgency be increased

Answer: A,B,C

NEW QUESTION # 109

In a purchase request case type, you have the following requirement: Purchase requests should automatically go to a manager of an employee. To meet this requirement, you design a case with a ____.

- A. stage to route requests to the manager
- B. step that routes to the manager
- C. change stage step to allow the employee to route to the manager
- D. process that routes to the manager

Answer: D

NEW QUESTION # 110

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