

# PEGACPDC25V1 Exam Questions And Answers - PEGACPDC25V1 Reliable Exam Blueprint



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## Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Next-Best-Action concepts: Covers one-to-one engagement fundamentals, contact center optimization, always-on outbound strategies, and next-best-action optimization.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.</li></ul>

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## Helper to help you pass PEGACPDC25V1: Certified Pega Decisioning Consultant 25

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### Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q79-Q84):

#### NEW QUESTION # 79

I+ Bank uses Pega Customer Decision Hub to approve credit card limit changes requested by customers automatically. A scorecard model determines the customer credit score. The automatic approval of credit card limits are processed based on the following criteria set by the bank.

The bank wants to change the threshold value for the USD2000 credit limit from <175 to <200. How do you implement this change?

- A. Change in the strategy the condition from .pxSegment <=175 to .pxSegment <=200.
- B. Map the score value in the decision strategy to <=200.
- **C. Change the cutoff value in the Results tab of the scorecard model.**
- D. Change the cutoff value in the Results tab of the scorecard decision component.

#### Answer: C

##### Explanation:

The scorecard model determines the customer credit score based on various factors, such as income, expenses, assets, liabilities, etc. The scorecard model has a Results tab where you can define the cutoff values for different segments based on the credit score. To change the threshold value for the USD2000 credit limit from <175 to <200, you need to change the cutoff value in the Results tab of the scorecard model. Changing the cutoff value in the scorecard decision component, changing the condition in the strategy, or mapping the score value in the decision strategy will not affect the credit score calculation or segmentation.

#### NEW QUESTION # 80

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

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

#### Answer: B

##### 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 # 81

U+ Bank's marketing department currently promotes various credit card offers by sending emails to qualified customers. The bank wants to limit the number of offers that customers can receive over a given period of time.

In the Answer Area, select the correct artifact you use to implement each requirement.

**Answer:**

Explanation:

Explanation:

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

**NEW QUESTION # 82**

MyCo, a telecom company, uses Pega Customer Decision Hub to present offers to qualified customers. The business recently decided to send offer messages through the email channel. The Design department has designed an email treatment which includes dynamic placeholders.

As a deaccessioning architect, what do you use in order to test the visualization and the rendering of the email content, including replacing of the placeholders with customer information?

- A. Schedule an outbound run with a limited number of customers
- B. A list of customer email addresses from the Test email tab
- C. Preview section from the email content editor
- D. A seed list from the Test email tab

**Answer: D**

Explanation:

To test the visualization and the rendering of the email content, including replacing of the placeholders with customer information, you use a seed list from the Test email tab. A seed list is a predefined set of customers that you can use to test your email treatments before sending them to your target audience. You can select one or more customers from the seed list and send them a test email with your treatment. You can then verify how the email looks in their inbox and how the placeholders are replaced with their actual values. Verified References: [Pega Academy - Decisioning Consultant - Testing email treatments]

**NEW QUESTION # 83**

In a decision strategy, you can use aggregation components to \_\_\_\_\_.

- A. make calculations based upon a list of actions
- B. choose between actions
- C. filter actions based on priority and relevance
- D. set a text value to a strategy property

**Answer: A**

Explanation:

Aggregation components are used to perform calculations on a list of actions, such as sum, average, count, minimum, or maximum. For example, you can use an aggregation component to calculate the total value of all the actions in a group. Verified References: Pega Academy - Decisioning Consultant - Aggregating actions

**NEW QUESTION # 84**

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