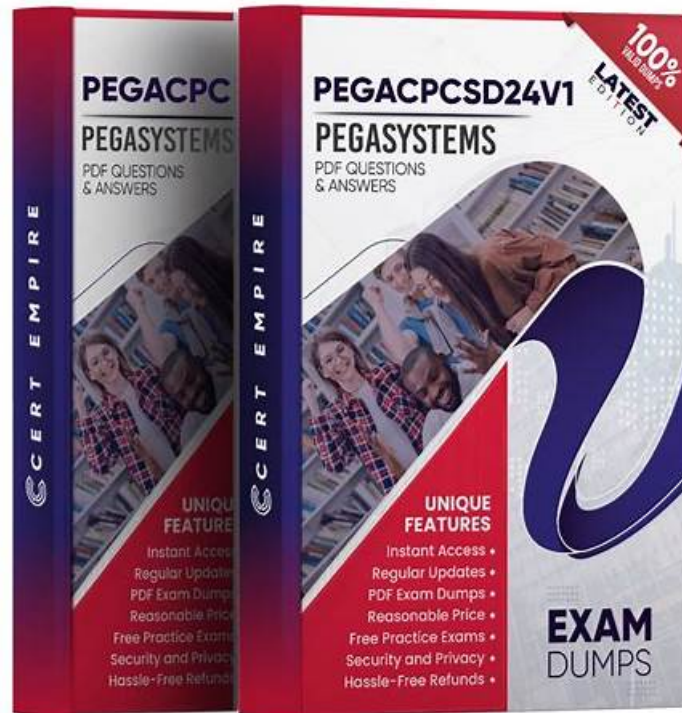


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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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">• Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.
Topic 4	<ul style="list-style-type: none">• Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q18-Q23):

NEW QUESTION # 18

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 bank 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.

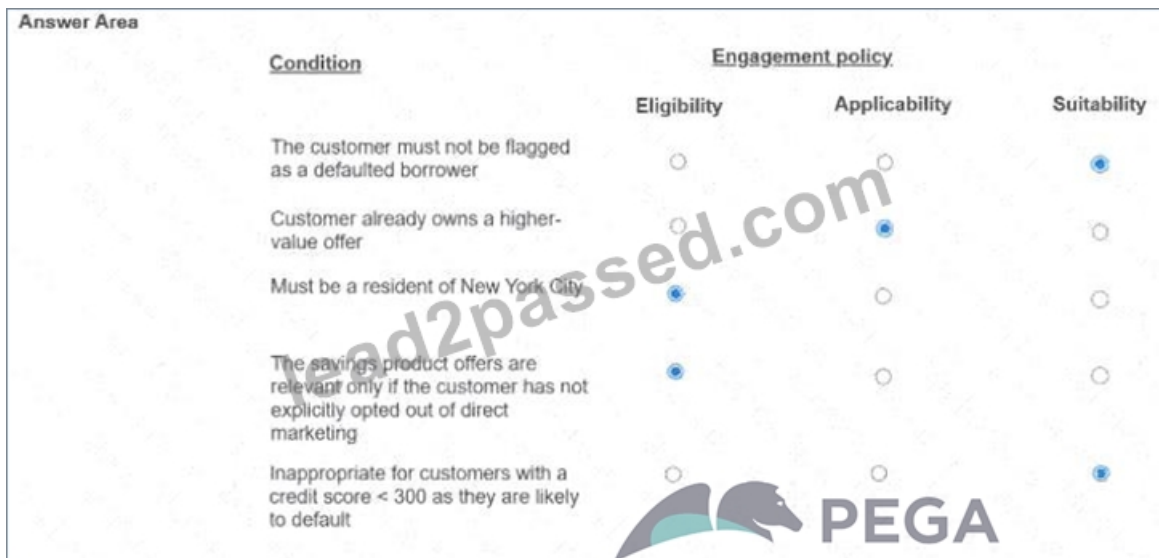
Condition	Engagement policy		
	Eligibility	Applicability	Suitability
The customer must not be flagged as a defaulted borrower	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer already owns a higher-value offer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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:



NEW QUESTION # 19

A volume constraint uses the Return any action that does not exceed constraint mode. The following tables show the configuration of the volume constraints and the list of customers in the outbound segment:

Volume Constraints

Key	Value	Maximum
Channel	SMS	2
Action	Silver card	1

Customers

Interaction ID	Action	Channel
CUST-01	Gold Card	Push
CUST-02	Gold Card	Email
CUST-02	Silver Card	Push
CUST-03	Platinum Card	Email
CUST-03	Diamond Card	SMS
CUST-04	Diamond Card	Direct Mail
CUST-05	Silver Card	SMS
CUST-05	Diamond Card	Push

The outbound run selects customers in the following order to apply the volume constraints: CUST-01, CUST-02, CUST-03, and CUST-05.

Based on the configuration of the volume constraints for each channel, which offer does CUST-05 receive?

- A. None
- B. Silver card and Diamond card
- C. Silver card
- **D. Diamond card**

Answer: D

Explanation:

CUST-05 receives the Diamond card offer because it is the only action that does not exceed the volume constraint for the email channel. The Silver card offer has already reached its limit of 2 emails per day, so it is not eligible for CUST-05. The volume constraint mode Return any action that does not exceed means that any action that meets the eligibility and suitability criteria and does not violate the volume constraint will be returned, even if there are other actions with higher priority or propensity. Verified References: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

NEW QUESTION # 20

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

Answer: C

NEW QUESTION # 21

U+- Bank uses Pega Customer Decision Hub" for their one-to-one customer engagement. The bank now wants to change its offer prioritization to consider both business objectives and customer needs.

Which two factors do you configure in the Next-Best-Action Designer to implement this change? (Choose Two)

- A. Context weighting
- B. Contact policies
- C. Engagement policies
- D. Business levers

Answer: A,D

NEW QUESTION # 22

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

Answer: D

NEW QUESTION # 23

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