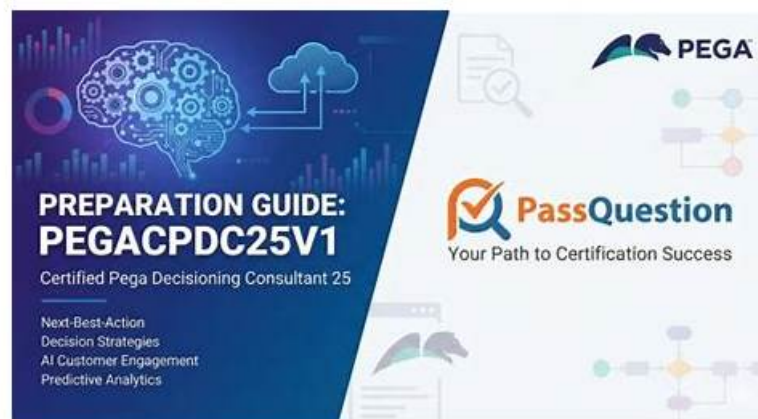


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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

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">• Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.
Topic 3	<ul style="list-style-type: none">• Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.
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.
Topic 6	<ul style="list-style-type: none">• Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.
Topic 7	<ul style="list-style-type: none">• Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q77-Q82):

NEW QUESTION # 77

A financial institution has created a new policy that states the company will not send more than 500 emails per day. Which option allows you to implement the requirement?

- A. Applicability rules
- B. Outbound channel limits
- C. Suppression rules
- D. Volume constraints

Answer: D

Explanation:

Volume constraints allow you to limit the number of times an action is presented to customers across one or more channels. You can use volume constraints to implement a policy that restricts the number of emails sent per day. Outbound channel limits are used to limit the number of customers contacted per channel per run, not per day. Suppression rules are used to exclude customers from receiving an action based on certain conditions, such as opt-out preferences or recent purchases. Applicability rules are used to determine whether an action is relevant for a customer based on their profile or context, not based on the number of times the action is presented. Verified Reference: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

NEW QUESTION # 78

An outbound run identifies 150 Standard card offers, 75 on email, and 75 on the SMS channel. If the following volume constraint is applied, how many actions are delivered by the outbound run?



- A. 0
- B. 1
- C. 75 emails 25 SMSes
- D. 75 SMSes and 25 emails

Answer: B

NEW QUESTION # 79

A bank has been running traditional marketing campaigns for many years. One such campaign sends an offer email to qualified customers on day one. On day five, the bank presents a similar offer if the first email is ignored.

If you re-implement this requirement by using the always-on outbound customer engagement paradigm, how do you approach this scenario?

- A. Create two segments to identify the target audience for each of the two offer emails: day one, and day five. Set up two schedules per day for the two segments.
- B. Configure the primary schedule to run daily and let the artificial intelligence (AI) choose the best action based on engagement policies.
- C. Create an action with a flow that contains two Send Email shapes, one for each email. Set appropriate wait times between the shapes.
- D. Configure a primary schedule for the original offer email and setup an ad-hoc schedule to send the second email.

Answer: B

Explanation:

The always-on outbound customer engagement paradigm relies on AI to select the best action for each customer at any given time, based on their profile, context, and behavior. You do not need to create separate segments or schedules for different offers or timings. You can configure the primary schedule to run daily and let the AI choose the best action based on engagement policies, such as contact policies, eligibility rules, suitability rules, and arbitration. The AI will also learn from the customer responses and optimize the action selection over time.

NEW QUESTION # 80

U+ Bank uses the always-on outbound approach to send outbound messages on different channels such as email, SMS, and push notifications. There are a variety of action flow patterns in use to meet various business and channel integrations requirements. Due to technical reasons, the bank wants to temporarily suspend sending outbound messages and Instead write the selected customers and action details to a database table for later offline processing. What is the most efficient way to meet this requirement?

- A. Add a new Send shape in all the action flows.
- B. Set up a secondary schedule.
- C. Bypass action flow processing.
- D. Update the Send shape with Finalization.

Answer: C

NEW QUESTION # 81

U+ Bank, a retail bank, uses the Business Operations Environment to perform its business changes. The bank carries out these changes in the Pega Customer Decision Hub portal by using revision management features or the 1:1 Operations Manager portal. For each task, select the correct portal in which you initiate the change request based on best practices.

Answer Area

Task	1:1 Operations Manager	Pega Customer Decision Hub
Create a new action.	<input type="radio"/>	<input type="radio"/>
Modify a decision table.	<input type="radio"/>	<input type="radio"/>
Create a decision strategy.	<input type="radio"/>	<input type="radio"/>
Edit an engagement policy for an action.	<input type="radio"/>	<input type="radio"/>
Edit a group level engagement policy.	<input type="radio"/>	<input type="radio"/>

Answer:

Explanation:

Task	1:1 Operations Manager	Pega Customer Decision Hub
Create a new action.	<input type="radio"/>	<input checked="" type="radio"/>
Modify a decision table.	<input type="radio"/>	<input checked="" type="radio"/>
Create a decision strategy.	<input type="radio"/>	<input checked="" type="radio"/>
Edit an engagement policy for an action.	<input checked="" type="radio"/>	<input type="radio"/>
Edit a group level engagement policy.	<input checked="" type="radio"/>	<input type="radio"/>

NEW QUESTION # 82

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