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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"> Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.
Topic 3	<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 4	<ul style="list-style-type: none"> Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.
Topic 5	<ul style="list-style-type: none"> Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.

Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q17-Q22):

NEW QUESTION # 17

U+ BankT a retail bank, uses Pega Customer Decision Hub to manage various business changes throughout their operations The bank's team members need to understand which change request type to use tor different business scenarios they encounter Select each change request type on the left, and drag it to the matching scenario descriptions on the right:

Answer:

Explanation:

NEW QUESTION # 18

MyCo, a mobile company, uses Pega Customer Decision Hub to display offers to customers on its website. The company wants to present more relevant offers to customers based on customer behavior. The following diagram is the action hierarchy in the Next-Best-Action Designer.



The company wants to present offers from both the groups and arbitrate across the two groups to select the best offer based on customer behavior.

As a decisioning architect, what must you do to present offers from the two groups?

- A. Map a real-time container to the Top-level or Issue-level.
- B. Set contact limits for both the groups.
- C. Create a decision strategy at the Issue-level
- D. Enable an engagement policy for the second group.

Answer: A

Explanation:

To present offers from the two groups, you must map a real-time container to the Top-level or Issue-level. A real-time container is a configuration that defines how to deliver offers and treatments to a specific channel, such as a website or a mobile app. By mapping a real-time container to the Top-level or Issue-level, you can enable all the offers under that level to be available for delivery through that channel. Verified References: Pega Academy - Decisioning Consultant - Configuring real-time containers

NEW QUESTION # 19

U+ Bank wants to offer a Gold credit card to customers who have an annual income of more than USD150000. What do you configure in the Next-Best-Action Designer to achieve this outcome?

- A. Audience
- B. Engagement policy condition
- C. Customer segment
- D. Prioritization formula

Answer: B

Explanation:

An engagement policy condition is a rule that determines whether a customer is eligible, applicable, or suitable for an offer. You can use engagement policy conditions to filter customers based on their attributes or behaviors. In this case, the bank wants to offer a Gold credit card to customers who have an annual income of more than USD150000, so creating an engagement policy condition based on the income attribute is the best option. Verified References: [Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 20

U+ Bank's marketing department currently promotes various home loan offers to qualified customers. Now, the bank does not want to show offers on a customer's account page if the customer has already received three home loan offers in the last two weeks.

What do you need to define to implement the business requirement?

- A. Volume constraints
- B. Applicability rules
- C. Customer contact limits
- D. Suppression policy

Answer: D

Explanation:

A suppression policy allows you to define conditions that prevent customers from receiving an action or a group of actions. You can use a suppression policy to implement the requirement that customers do not see home loan offers on their account page if they have already received three home loan offers in the last two weeks. You can configure the suppression policy to suppress the home loan group based on the number of times the customer received any action from that group in the past 14 days. 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 they received an action. Customer contact limits are used to limit the number of times a customer can be contacted per channel per time period, not based on the number of times they received an action. Volume constraints are used to limit the number of times an action is presented to customers across one or more channels, not based on the number of times they received an action. Verified

References:

[Certified Pega Decisioning Consultant | Pega Academy], Suppression policies

NEW QUESTION # 21

U+ Bank wants to use Pega Customer Decision Hub to show the Reward Card offer on its website to the qualified customers. In preparation, the action, the treatment, and the real-time container are already created. As a decisioning architect, you need to verify the configurations in the Channel tab of the Next-Best-Action Designer to enable the website to communicate with Pega Customer Decision Hub.

To achieve this requirement, which two tasks do you ensure are complete in the Channel tab of the Next-Best-Action Designer? (Choose Two)

- A. Add contact policy rules.
- **B. Map the real-time container to a business structure level.**
- **C. Enable a web channel.**
- D. Define the starting population.

Answer: B,C

Explanation:

To achieve this requirement, you need to ensure that two tasks are complete in the Channel tab of the Next-Best-Action Designer: enable a web channel and map the real-time container to a business structure level. A web channel is a type of channel that allows you to deliver actions and treatments to your customers through your website or web app. You need to enable a web channel and configure its settings, such as authentication, security, and response format. A real-time container is a configuration that defines how to deliver actions and treatments to a specific channel. You need to map the real-time container that contains the Reward Card offer to a business structure level, such as Top-level or Issue-level, so that it can be available for delivery through the web channel.

Verified Reference: [Pega Academy - Decisioning Consultant - Configuring channels], [Pega Academy - Decisioning Consultant - Configuring real-time containers]

NEW QUESTION # 22

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