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## Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
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Topic 1	<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 2	<ul style="list-style-type: none"> <li>• Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.</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>
Topic 5	<ul style="list-style-type: none"> <li>• Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.</li> </ul>

## Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q89-Q94):

### NEW QUESTION # 89

The U+ Bank marketing department currently promotes various home loan offers to qualified customers. Now, the bank does not want customers to receive more than four promotional emails per quarter, regardless of past responses to that action by the customer.

Which option allows you to implement the business requirement?

- A. Suppression policies
- **B. Volume constraints**
- C. Outbound channel limits
- D. Suitability rules

**Answer: B**

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 the requirement that customers do not receive more than four promotional emails per quarter, regardless of past responses to that action by the customer. You can configure the volume constraint to limit the number of actions per channel per quarter and select the option to ignore previous responses. Outbound channel limits are used to limit the number of customers contacted per channel per run, not per quarter. Suppression policies are used to exclude customers from receiving an action based on certain conditions, such as opt-out preferences or recent purchases, not based on the number of times the action is presented. Suitability rules are used to determine whether an action is suitable for a customer based on their propensity, priority, or other criteria, not based on the number of times the action is presented.

### NEW QUESTION # 90

U+ Bank uses a scorecard rule in a decision strategy to compute the mortgage limit for a customer. U+ Bank updated their scorecard to include a new property in the calculation: customer income.

What changes do you need to make in the decision strategy for the updated scorecard to take effect?

- A. Remap the scorecard property in the decision strategy for the change to take effect.
- B. Add a new Group By component for the mortgage limit calculation.
- C. A new proposition filter needs to be configured in the strategy to filter on customer income.
- **D. The score calculation is independent of the strategy and no change is required.**

**Answer: D**

Explanation:

The score calculation is independent of the strategy and no change is required. When you use a scorecard component in a decision strategy, you only need to specify the name of the scorecard rule and the output property that will store the score value. The scorecard rule itself defines how the score is calculated based on the input properties and factors. Therefore, if you update the

scorecard rule to include a new property in the calculation, you do not need to make any changes in the decision strategy for the updated scorecard to take effect. Verified Reference: [Pega Academy - Decisioning Consultant - Using scorecards]

### NEW QUESTION # 91

U+ Bank wants to send promotional emails related to credit card offers to their qualified customers. The business intends to use the same action flow template with the desired flow pattern for all the credit card actions.

What do you configure to implement this requirement?

- A. File template
- B. Output template
- C. Email treatment
- **D. Dynamic template**

**Answer: D**

Explanation:

To implement this requirement, you need to configure a dynamic template in Customer Decision Hub. A dynamic template is a type of template that allows you to define a common action flow pattern for a group of actions that share similar characteristics, such as channel, issue, or group. You can specify which properties and components are required for each action in the group, and how they are mapped to the action flow template. This way, you can reuse the same action flow template for all the credit card actions, while still allowing some variations in their content and configuration. Verified References: Pega Academy - Decisioning Consultant - Creating dynamic templates

### NEW QUESTION # 92

A financial services company has implemented always-on outbound campaigns for three credit card offers:

Standard card, Rewards card, and Rewards Plus card. The marketing team observes that customers who are qualified for multiple actions receive different numbers of offers, depending on the configuration of the volume constraint mode. To optimize customer engagement, the system administrator must choose between constraint modes.

Which volume constraint mode ensures that customers receive all actions for which they qualify, provided the actions do not reach volume limits?

- **A. Return any action that does not exceed constraint**
- B. Sequential action delivery mode
- C. Individually for each action
- D. As a group for the context (output all actions)

**Answer: A**

### NEW QUESTION # 93

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 # 94

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