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Pegasystems PEGACPBA24V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Reporting: This domain measures reporting capabilities of Reporting Analysts and Data Visualization Specialists. Candidates learn the benefits of using Insights, creating visualizations with tables and charts, and utilizing columns and filters for effective data representation.

Topic 2	<ul style="list-style-type: none"> • User Experience: This domain assesses skills of UX Designers and Frontend Developers in configuring user interface elements. Candidates learn to group fields to create views, add or remove fields, configure portal content, adjust form appearance, visibility, and controls for an improved user experience.
Topic 3	<ul style="list-style-type: none"> • Security: Designed for Security Analysts and Access Managers, this domain covers the relationship between personas, operators, and access groups within Pega. Candidates articulate the difference between authorization and authentication and understand their applications.
Topic 4	<ul style="list-style-type: none"> • Application Development: This section evaluates skills of Pega Business Architects and Developers in application development. It covers the roles and skills of a Pega Business Architect, identification of project stakeholders, and benefits of Pega's Center-out™ business architecture. Candidates learn about App Studio's value, understand rules, rulesets, classes, and the role of generative AI. The domain also covers Pega's CI • CD pipeline with Deployment Manager, use of collaboration tools, managing application development with user stories, feedback, and bug tracking, and using tools like Case Type Backlog and Estimator for project scoping.
Topic 5	<ul style="list-style-type: none"> • Case Management: This domain targets Case Designers and Process Architects and explores designing a case lifecycle, including setting case statuses and adding instructions for tasks. Candidates demonstrate ability to configure service level agreements with urgency, goals, and deadlines, and manage routing of assignments to users, work groups, or queues. This section also includes configuring email correspondence, identifying duplicate cases, adding optional actions and automating workflow decisions using conditions. Candidates learn to pause and resume case processing, skip stages or processes, configure child cases, use automation shapes appropriately, and create and manage user teams.

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Pegasystems Certified Pega Business Architect 24 Sample Questions (Q43-Q48):

NEW QUESTION # 43

A Developer configures a button with the action set as shown in the following image:

Place the events in the order they occur.

Answer:

Explanation:

Explanation:

Order of Events:

* A user clicks the button.

* The system applies a data transform.

* The order ID value is set to the value of the confirmation number if the system confirms the payment.

* The system refreshes the section.

A user clicks the button.

* Explanation: The event sequence starts when the user interacts with the button by clicking it. This is the trigger for the subsequent actions.

* Pega Platform Business Architect Essentials, Chapter on User Interface.

The system applies a data transform.

Explanation: After the button click, the specified data transform (SetDefaultValues) is executed. Data transforms are used to manipulate data, such as setting default values or copying data from one location to another.

Reference: Pega Platform Business Architect Essentials, Chapter on Data Transforms.

The order ID value is set to the value of the confirmation number if the system confirms the payment.

Explanation: Following the data transform, the system checks the condition (When Rule:

PaymentConfirmed). If this condition is true, the system sets the.Order.OrderIDproperty to the.

ConfirmationNumbervalue.

Reference: Pega Platform Business Architect Essentials, Chapter on Conditional Processing.

The system refreshes the section.

Explanation: Finally, the section is refreshed to reflect any changes made during the previous steps. This ensures the user interface is updated with the latest data.

Reference: Pega Platform Business Architect Essentials, Chapter on User Interface and Dynamic UI Updates.

NEW QUESTION # 44

Using the following Refund case life cycle, how do you design this case to skip the Item Return stage if the item will not be returned?

- A. Add a decision in the Item Return process to change the stage when a return is not necessary
- B. Add an Item Retention alternate stage and define a process for retention of item
- **C. Add a condition to skip the Item Return stage when a return is not necessary**
- D. Replace the Wait step in the Item Return stage with a Change Stage step

Answer: C

NEW QUESTION # 45

You configure a service level to adjust assignment urgency to 100 when the goal interval lapses. How does the assignment urgency impact the deadline and passes deadline intervals?

- A. Urgency value continues to increment as configured
- **B. Urgency value remains at 100, but other service level processing continues**
- C. The user is notified that the maximum urgency value has been reached
- D. Service level processing is halted until the assignment is completed

Answer: B

NEW QUESTION # 46

In a help desk application, you have the following requirement: The Customer Support Representative must response to a help desk ticket within 4 hour after a customer submits a ticket. Where do you configure the service level to meet this requirement?

Response:

- A. The stage
- B. The process
- **C. The step**
- D. The case type

Answer: C

NEW QUESTION # 47

In a claims application, customers can file home insurance claims. Each claim contains a list of items of loss. Depending on circumstances, some claims are investigated for potential fraud in parallel to the actual claim process.

Which two entities would you model as case type?

(Choose two.)

Response:

- A. Items of loss
- **B. Claim**

