

PEGACPDC25V1 Certified Questions & Certification

PEGACPDC25V1 Sample Questions

Offer	Eligibility	Applicability	Suitability
Fifteen-year fixed-rate mortgage	Age >= 18	Annual Income > 10000	Credit Score > 500

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q80-Q85):

NEW QUESTION # 80

MyCo, a telecom company, wants to introduce a new group of offers called Tablets for all customers. As a decisioning architect, which two valid actions do you create? (Choose Two)

- A. Tablet operating system
- B. Tablet serial number
- C. 5% discount on the price
- D. Netflix subscription for 12 months

Answer: A,C

NEW QUESTION # 81

What is the name of the property that the system computes automatically when you use an Adaptive Model decision component?

- A. Rank
- B. Order
- C. Propensity
- D. Priority

Answer: C

Explanation:

Propensity is the name of the property that the system computes automatically when you use an Adaptive Model decision component. Propensity is a measure of how likely a customer is to accept an action, based on their past behavior and profile. An Adaptive Model component uses machine learning to calculate the propensity for each action and store it in a property with the same name as the action. Verified References: Pega Academy - Decisioning Consultant - Using adaptive models

NEW QUESTION # 82

U+- Bank has recently implemented Pega Customer Decision Hub. As a first step, the bank went live with the contact center to improve customer engagement. Now, U+ Bank wants to extend its customer engagement through the web channel. As a decisioning architect, you have created the new set of actions, the corresponding treatments, enabled the web channel, and defined a new real-time container trigger in the Next- Best-Action Designer. What else do you configure for the new treatments to be present in the next-best-action recommendations?

- A. Create a channel strategy specifically for web.
- **B. No need to do anything. The strategy is auto-generated.**
- C. Modify the Next-Best-Action Framework strategy to cater to the new web channel.
- D. Change the generated decision strategy.

Answer: B

NEW QUESTION # 83

As a Customer Service Representative, you present an offer to a customer who called to learn more about a new product. The customer rejects the offer. What is the next step that Pega Customer Decision Hub takes?

- A. Stops presenting offers to the customer
- **B. Reevaluates the Next-Best-Action**
- C. Sends a detailed email about the offer
- D. Adds the customer to the potential churn list

Answer: B

Explanation:

Pega Customer Decision Hub is a dynamic and adaptive system that constantly reevaluates the Next-Best- Action for each customer based on their interactions and feedback. If a customer rejects an offer, the system will update the customer profile and the offer performance, and then reapply the Next-Best-Action strategy to select and prioritize another offer that is more relevant and valuable for the customer. Verified References:

[Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 84

The development team at U+Bank wants to create multiple test personas for their new engagement strategy quickly. A team member suggests using Pega GenAI features instead of creating a manual persona to improve efficiency and speed up the testing process. Which advantage does Pega GenAI provide when creating personas compared to manual creation?

- **A. Pega GenAI allows describing persona traits by using natural language to speed up creation.**
- B. Pega GenAI removes the need to configure channel context during persona testing.
- C. Pega GenAI automatically builds engagement policies for every persona it creates.
- D. Pega GenAI creates personas that do not require validation or review after generation.

Answer: A

NEW QUESTION # 85

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