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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <ul style="list-style-type: none">Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency. |
| Topic 2 | <ul style="list-style-type: none">Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine. |
| Topic 3 | <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 4 | <ul style="list-style-type: none">AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection. |
| Topic 5 | <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. |

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| Topic 6 | <ul style="list-style-type: none">Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels. |
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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q95-Q100):

NEW QUESTION # 95

U+ Bank follows all engagement policy best practices to present credit card offers on their website. The bank has introduced a new credit card offer, the Rewards card. Anna, an existing customer, currently holds a higher value card, Premier Rewards, and does not see the new Rewards card offer.

What condition possibly prevents Anna from seeing the new Rewards card offer?

- A. Applicability
- B. Suitability
- C. Eligibility
- D. Suppression rules**

Answer: D

Explanation:

Suppression rules are used to prevent customers from seeing offers that are not relevant or appropriate for them. For example, if a customer already has a higher value card, they should not see a lower value card offer.

Therefore, suppression rules are the most likely condition that prevents Anna from seeing the new Rewards card offer. Verified References: [Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 96

U+ Bank, a retail bank, introduced a new mortgage refinance offer in the eastern region of the country. They want to advertise this offer on their website by using a banner, targeting the customers who live in that area.

What do you configure in Next-Best-Action Designer to implement this requirement?

- A. Applicability rules**
- B. An audience
- C. A prioritization formula
- D. A customer segment

Answer: A

NEW QUESTION # 97

A financial services organization introduces a new policy that limits each customer to two promotional emails per month. To meet compliance requirements, the implementation team must configure this limit in the Next- Best-Action Designer.

Which configuration steps achieve the desired email frequency limit?

- A. Set customer contact limits for the email channel with a two-message monthly restriction.**
- B. Configure an engagement policy that applies email limits to customer groups only.
- C. Create a suppression policy that uses a two-email threshold and a monthly tracking period.
- D. Establish context-level limits that track two monthly interactions across channels.

Answer: A

NEW QUESTION # 98

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

Answer: C

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 # 99

As a decisioning architect, you are setting up the action hierarchy for MyCo. Select the correct action hierarchy level for each of the hierarchy items identified.

□

Answer:

Explanation:

Explanation:

A screenshot of a survey AI-generated content may be incorrect.

□

NEW QUESTION # 100

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