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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.
Topic 2	<ul style="list-style-type: none">Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.
Topic 3	<ul style="list-style-type: none">AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.
Topic 4	<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 (Q27-Q32):

NEW QUESTION # 27

Which of the following reasons explains why a customer might receive an action that they already accepted?

- A. The action suitability conditions are not defined.
- **B. The volume constraint is not set to exclude previously accepted offers.**
- C. The actions are filtered based on eligibility.
- D. The suppression rules are not defined to exclude previously accepted actions.

Answer: B

Explanation:

A customer might receive an action that they already accepted if the volume constraint for that action is not configured to exclude previously accepted offers. This option can be enabled by selecting the Exclude previously accepted actions checkbox in the volume constraint configuration. The action suitability conditions are used to determine whether an action is suitable for a customer based on their propensity, priority, or other criteria, not based on their previous responses. The suppression rules are used to exclude customers from receiving an action based on certain conditions, such as opt-out preferences or recent purchases, not based on their previous responses. The actions are filtered based on eligibility before applying the volume constraints, so this option does not explain why a customer might receive an action that they already accepted. Verified References: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

NEW QUESTION # 28

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

Answer: B

NEW QUESTION # 29

MyCo, a telecom company, wants to include offer-related images in the emails that they send to their qualified customers. As a decisioning architect, what best practice do you follow to include images in emails?

- A. Provide links to images in the email.
- B. Directly embed images in the email.
- **C. Host images on an external server.**
- D. Attach images to the email.

Answer: C

NEW QUESTION # 30

U+ Bank, a retail bank, has recently implemented a project in which qualified customers see mortgage offers when they log in to the web self-service portal.

Currently, only the customers who satisfy the following engagement policy conditions receive the Fifteen-year fixed-rate mortgage offer:

The bank decides to make two changes:

1. Update the suitability condition for the Fifteen-year fixed-rate mortgage offer.
2. Introduce a new offer, Twenty-year fixed-rate mortgage.

The following table shows the new engagement policy conditions for both mortgage offers:

What is the best practice to fulfill this change management requirement in the Business Operations Environment?

- A. Create two change requests in the 1:1 Operations Manager portal.
- B. Create a single change request in the Pega Customer Decision Hub portal.
- C. Create two change requests: one in the Pega Customer Decision Hub portal and the other in the 1:1 Operations Manager portal.
- **D. Create a single change request in the 1:1 Operations Manager portal.**

Answer: D

Explanation:

According to the best practice, a single change request should be created in the 1:1 Operations Manager portal, because both changes are related to the engagement policies and propositions that are managed in this portal. The Pega Customer Decision Hub portal is used to design and test the decision strategies, not the engagement policies and propositions. Verified Reference: Pega Decisioning Consultant | Pega Academy

NEW QUESTION # 31

An outbound run identifies 150 Standard card offers, 75 on email, and 75 on the SMS channel. If the following volume constraint is applied, how many actions are delivered by the outbound run?

- A. 75 SMSes and 25 emails
- B. 0
- **C. 75 emails 25 SMSes**
- D. 1

Answer: C

Explanation:

The outbound run delivers 75 emails and 25 SMSes for the Standard card offer because the volume constraint is set to limit the number of actions per channel per day. The email channel has a limit of 75 actions per day, so all 75 email offers are delivered. The SMS channel has a limit of 25 actions per day, so only 25 SMS offers are delivered. The remaining 50 SMS offers are not delivered because they exceed the volume constraint.

NEW QUESTION # 32

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