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## Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.</li> </ul>
Topic 2	<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 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<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>

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### Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q99-Q104):

#### NEW QUESTION # 99

A volume constraint uses the Return any action that does not exceed constraint mode. The following tables show the configuration of the volume constraints and the list of customers in the outbound segment:

The outbound run selects customers in the following order to apply the volume constraints: CUST-01, CUST-02, CUST-03, and CUST-05.

Based on the configuration of the volume constraints for each channel, which offer does CUST-05 receive?

- A. Silver card
- **B. Diamond card**
- C. None
- D. Silver card and Diamond card

**Answer: B**

Explanation:

CUST-05 receives the Diamond card offer because it is the only action that does not exceed the volume constraint for the email channel. The Silver card offer has already reached its limit of 2 emails per day, so it is not eligible for CUST-05. The volume constraint mode Return any action that does not exceed means that any action that meets the eligibility and suitability criteria and does not violate the volume constraint will be returned, even if there are other actions with higher priority or propensity. Verified References: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

#### NEW QUESTION # 100

A mortgage company defines a new suppression policy to limit promotional emails for home loan offers. The policy is complete, but it must be applied to all to home loan actions. The implementation team must associate this policy with the appropriate business structure.

Where should the team associate the contact policy to apply it to home loan promotions?

- A. The Contact policy configuration to update outcome tracking preferences only.
- B. The Designer settings to modify global suppression rules for home loan action group.
- **C. The Engagement policy tab to apply the policy to home loan action group.**
- D. The Constraints tab to edit customer contact limits for email channels.

**Answer: C**

### NEW QUESTION # 101

U+ Bank, a retail bank, uses the business operations environment to perform its business changes. The bank completes these changes by using revision management features of Pega Customer Decision Hub and 1:1 Operations Manager. Customers see credit card offers based on various engagement policies on the U+ Bank website. The bank wants to update the underlying decision strategy of an engagement policy condition.

According to best practices, which statement correctly describes the implementation of the change to fulfill this business requirement?

- A. A next-best-action designer modifies the decision strategy in 1:1 Operations Manager.
- B. A next-best-action specialist modifies the decision strategy in 1:1 Operations Manager.
- C. A next-best-action specialist modifies the decision strategy in Customer Decision Hub.
- **D. A next-best-action designer modifies the decision strategy in Customer Decision Hub.**

**Answer: D**

Explanation:

According to the best practice, a next-best-action designer should modify the decision strategy in Customer Decision Hub, because the decision strategy is part of the next-best-action framework that defines how to select and prioritize propositions for each customer. The 1:1 Operations Manager portal is used to manage the engagement policies and propositions, not the decision strategies. Verified References: Pega Decisioning Consultant | Pega Academy

### NEW QUESTION # 102

A customer qualifies for Standard card (priority 60), Rewards card (priority 40), and Premium card (priority 30). Standard card volume is exhausted. Rewards card has remaining volume, and Premium card has remaining volume. The system uses "Return any action that does not exceed constraint" mode.

Which actions does the customer receive in this scenario?

- A. No actions due to Standard card volume exhaustion
- B. Premium card only as lowest priority available action
- **C. Rewards card and Premium card as available actions**
- D. Standard card only as highest priority action

**Answer: C**

### NEW QUESTION # 103

U+ Bank has decided to use the Pega Customer Decision Hub, M to recommend more relevant banner ads to its customers when they visit the personal portal. Select each placement type on the left and drag it to the correct requirement on the right.

**Answer:**

Explanation:

### NEW QUESTION # 104

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