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## Pegasystems PEGACPBA24V1 Certified Pega Business Architect 24

### Questions & Answers PDF

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### Pegasystems PEGACPBA24V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

**Topic 3**

- 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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### Pegystems Certified Pega Business Architect 24 Sample Questions (Q130-Q135):

**NEW QUESTION # 130**

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

**Answer: C**

**NEW QUESTION # 131**

A service level agreement describes the following behavior:

	Urgency Adjustment	Interval length	Limit
Start of service level	20		
Goal interval	10	8 hours	
Deadline interval	20	24 hours	
Passed Deadline interval	20	24 hours	3

The service level provides a four-hour initial delay. If the case urgency is set to 10 and the case reaches the assignment at 9 A.M. Monday. what is the assignment urgency at noon Wednesday? Response:

- A. 0
- **B. 1**
- C. 2
- D. 3

**Answer: B**

**NEW QUESTION # 132**

You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.



The requirement changes to allow the parent case to continue before the child cases resolve. How do you configure the Wait steps for this requirement? Response:

- A. Configure the Wait step so that only one child case must resolve before the parent case can continue.
- B. Configure the Wait step to continue the parent case when the child cases reaches audit or approval.
- C. Configure the Wait step to continue the parent case when the child cases reach the payment pending review status.
- D. Configure the Wait step so users can choose to continue the parent case process regardless of child case status.**

**Answer: D**

#### NEW QUESTION # 133

The primary purpose of a service level is to \_\_\_\_\_.

Response:

- A. generate service level reports
- B. help ensure timely completion of assignments**
- C. track assignment status over time
- D. assign cases to the appropriate case worker

**Answer: B**

#### NEW QUESTION # 134

Which Pega Platform feature allows users to categorize and relate Pulse messages using keywords?

Response:

- A. Routing
- B. Tags**
- C. Pulse
- D. Insights

**Answer: B**

#### NEW QUESTION # 135

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