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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q48-Q53):

NEW QUESTION # 48

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 Area

Hierarchy Item	Action Hierarchy Levels		
	Business Issue	Group	Action
Free 4G upgrade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change address	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer:

Explanation:
Answer Area


Hierarchy Item	Action Hierarchy Levels		
	Business Issue	Group	Action
Free 4G upgrade	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retention	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Tablets	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Change address	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Explanation:

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

Answer Area

<u>hierarcny_item</u>	Business Issue	Group	Action
Free 4G upgrade	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Retention	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Tablets	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Change address	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



NEW QUESTION # 49

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

Answer: D

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 Reference: [Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 50

MyCo, a telecom company, recently introduced a new mobile handset offer, MyFone 14 Pro, for its premium customers. As the bank has financial targets to meet, the business decides to boost the MyFone 14 Pro offer.

As a decisioning architect, how can you ensure that the MyFone 14 Pro offer is prioritized over other offers?

- A. Increase the starting propensity of the MyFone 14 Pro offer.
- B. Increase the context weight of the MyFone 14 Pro offer.
- **C. Increase the business weight of the MyFone 14 Pro offer.**
- D. Increase the business value of the MyFone 14 Pro offer.

Answer: C

Explanation:

The business weight is a parameter that allows you to manually adjust the priority of an offer based on your business objectives and preferences. The business weight is multiplied by the business value and the propensity to calculate the final priority score of an offer. A higher business weight means a higher priority score, making the offer more likely to be selected and presented to the customer. Therefore, if you want to boost an offer, you can increase its business weight. Verified Reference: Pega Decisioning Consultant | Pega Academy

NEW QUESTION # 51

U+ Bank is promoting a new premium credit card with an 18% APR to its existing customers. To protect customer value, the bank wants to avoid offering this card to customers who already hold a credit card with a lower Interest rate (12% APR or below).

Which engagement policy condition type should you use to exclude customers with lower-interest cards from receiving the premium offer?

- A. Action-level Suitability
- **B. Suitability**
- C. Applicability
- D. Eligibility

Answer: B

NEW QUESTION # 52

U+ Bank, a retail bank, has purchased Pega Customer Decision Hub. The bank currently uses an external tool to design email content and a third-party email service provider to send emails to its customers.

As a decisioning architect, how do you recommend the bank implements this requirement?

- A. Create an external email treatment and use Customer Decision Hub to design the email.
- B. Create an internal email treatment and import the email content HTML.
- C. Create an internal email treatment and use Customer Decision Hub to design the email.
- **D. Create an external email treatment and use an external tool to design the email.**

Answer: D

Explanation:

To implement this requirement, you need to create an external email treatment and use an external tool to design the email. An external email treatment is a type of treatment that allows you to use a third-party email service provider to send emails to your customers. You can configure the external email treatment with the name of the provider, the authentication details, and the template ID that corresponds to the email content that you design using an external tool. This way, you can leverage your existing tools and processes for sending emails, while still using Customer Decision Hub to select the best actions and treatments for your customers.

Verified References: Pega Academy - Decisioning Consultant - Creating external treatments

NEW QUESTION # 53

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