

Pegasystems PEGACPDC25V1 exam study materials



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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.
Topic 2	<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 3	<ul style="list-style-type: none">• Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.
Topic 4	<ul style="list-style-type: none">• Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q21-Q26):

NEW QUESTION # 21

U+ Bank uses a scorecard rule in a decision strategy to compute the mortgage limit for a customer. U+ Bank updated their

scorecard to include a new property in the calculation: customer income.

What changes do you need to make in the decision strategy for the updated scorecard to take effect?

- A. Remap the scorecard property in the decision strategy for the change to take effect.
- **B. The score calculation is independent of the strategy and no change is required.**
- C. Add a new Group By component for the mortgage limit calculation.
- D. A new proposition filter needs to be configured in the strategy to filter on customer income.

Answer: B

Explanation:

The score calculation is independent of the strategy and no change is required. When you use a scorecard component in a decision strategy, you only need to specify the name of the scorecard rule and the output property that will store the score value. The scorecard rule itself defines how the score is calculated based on the input properties and factors. Therefore, if you update the scorecard rule to include a new property in the calculation, you do not need to make any changes in the decision strategy for the updated scorecard to take effect. Verified References: [Pega Academy - Decisioning Consultant - Using scorecards]

NEW QUESTION # 22

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

Answer: B

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 # 23

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. Map a real-time container to the Top-level or Issue-level.**
- B. Create a decision strategy at the Issue-level.
- C. Set contact limits for both the groups.

- D. Enable an engagement policy for the second group.

Answer: A

NEW QUESTION # 24

MyCo, a telecom company, wants to start promoting data plan offers through SMS to qualified customers. The marketing team needs to ensure that the outbound run always uses the latest customer information.

What do you configure to implement this requirement?

- A. Select a different audience sample with a similar profile.
- B. Run the starting population segment daily.
- C. Trigger an external Extract-Transform-Load (ETL) process.
- **D. Select the Refresh the audience checkbox.**

Answer: D

NEW QUESTION # 25

U+ Bank wants to use Pega Customer Decision Hub to show the Reward Card offer on its website to the qualified customers. In preparation, the action, the treatment, and the real-time container are already created. As a decisioning architect, you need to verify the configurations in the Channel tab of the Next-Best-Action Designer to enable the website to communicate with Pega Customer Decision Hub.

To achieve this requirement, which two tasks do you ensure are complete in the Channel tab of the Next-Best-Action Designer? (Choose Two)

- A. Add contact policy rules.
- **B. Map the real-time container to a business structure level.**
- C. Define the starting population.
- **D. Enable a web channel.**

Answer: B,D

Explanation:

To achieve this requirement, you need to ensure that two tasks are complete in the Channel tab of the Next-Best-Action Designer: enable a web channel and map the real-time container to a business structure level. A web channel is a type of channel that allows you to deliver actions and treatments to your customers through your website or web app. You need to enable a web channel and configure its settings, such as authentication, security, and response format. A real-time container is a configuration that defines how to deliver actions and treatments to a specific channel. You need to map the real-time container that contains the Reward Card offer to a business structure level, such as Top-level or Issue-level, so that it can be available for delivery through the web channel.



Verified Reference: [Pega Academy - Decisioning Consultant - Configuring channels], [Pega Academy - Decisioning Consultant - Configuring real-time containers]

NEW QUESTION # 26

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