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## **Prep PEGACPDC25V1 Guide | PEGACPDC25V1 Reliable Study Questions**

One of the best things about our Certified Pega Decisioning Consultant 25 (PEGACPDC25V1) prep material is the convenience it offers. The Pegasystems PEGACPDC25V1 study material is available in three formats: web-based Certified Pega Decisioning Consultant 25 (PEGACPDC25V1) practice exam, desktop practice test software, and Prepare for your Certified Pega Decisioning Consultant 25 (PEGACPDC25V1) PDF. We also understand that every student is unique and learns differently, so our product is designed in three formats to adapt to their individual needs.

## Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.</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>Next-Best-Action concepts: Covers one-to-one engagement fundamentals, contact center optimization, always-on outbound strategies, and next-best-action optimization.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.</li></ul>
Topic 7	<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>

## Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q28-Q33):

### NEW QUESTION # 28

U+ Bank has recently implemented Pega Customer Decision Hub. As a first step, the bank went live with the contact center to improve customer engagement. Now, U+ Bank wants to extend its customer engagement through the web channel. As a decisioning architect, you have created the new set of actions, the corresponding treatments, and defined a new trigger in the Next-Best-Action Designer for the new web channel.

What else do you configure for the new treatments to be present in the next-best-action recommendations?

- A. Change the generated decision strategy.
- B. **No need to do anything. The strategy is auto-generated.**
- C. Modify the Next-Best-Action Framework strategy to cater to the new web channel.
- D. Create a channel strategy specifically for web.

**Answer: B**

Explanation:

When you create a new trigger in the Next-Best-Action Designer, Pega Customer Decision Hub automatically generates a decision strategy for that trigger and channel. You do not need to create or modify any strategies manually. Verified References: Pega Academy - Decisioning Consultant - Creating triggers

### NEW QUESTION # 29

U+ Bank is designing a customer journey to increase credit card usage among new customers. The journey includes several stages with specific actions triggered by customer behavior. The bank wants to ensure that customers receive the most relevant actions based on their engagement.

Which stage arbitration option should the NBA Specialist select to ensure that customers always progress in the journey without reverting to previous stages?

- A. Eligible stage with the highest priority action.
- B. All Issues and All Groups.

- C. Forward progress (no backwards).
- D. Rightmost eligible stage.

**Answer: C**

#### NEW QUESTION # 30

The U+ Bank marketing department wants to leverage the next-best-action capability of Pega Customer Decision Hub on its website to promote new offers to each customer. Place the events in the sequential order.

**Answer:**

Explanation:

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

#### NEW QUESTION # 31

U+ Bank decides to introduce a credit cards group by leveraging the Next-Best-Action capability of Pega Customer Decision Hub. The bank wants to present the credit card offers through inbound and outbound channels based on the following criteria:

1. Customers must be above the age of 18 to qualify for credit card offers.
2. The site offers credit cards only if customers do not explicitly opt-out of any direct marketing for credit cards.
3. The Platinum Card, one of the credit card offers, is suitable for customers with debt-to-income ratio < 45. As a decisioning architect, how do you implement this requirement? In the Answer Area, select the correct engagement policy for each criterion.

**Answer:**

Explanation:

A close-up of words AI-generated content may be incorrect.

#### NEW QUESTION # 32

U+ Bank wants to offer a Gold credit card to customers who have an annual income of more than USD150000. What do you configure in the Next-Best-Action Designer to achieve this outcome?

- A. Audience
- B. Engagement policy condition
- C. Prioritization formula
- D. Customer segment

**Answer: B**

Explanation:

An engagement policy condition is a rule that determines whether a customer is eligible, applicable, or suitable for an offer. You can use engagement policy conditions to filter customers based on their attributes or behaviors. In this case, the bank wants to offer a Gold credit card to customers who have an annual income of more than USD150000, so creating an engagement policy condition based on the income attribute is the best option. Verified References: [Pega Decisioning Consultant | Pega Academy]

#### NEW QUESTION # 33

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