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Pegasystems PEGACPBA24V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • 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.
Topic 2	<ul style="list-style-type: none"> • 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.
Topic 3	<ul style="list-style-type: none"> • Pega Express: This section of the exam measures skills of Business Analysts and Delivery Managers and covers the benefits and best practices of the Pega Express delivery approach. Candidates learn about the Pega Express values and best practices framework, the process and advantages of Directly Capture Objectives (DCO), and understand the four phases of Pega Express delivery along with relevant terminology.
Topic 4	<ul style="list-style-type: none"> • Security: Designed for Security Analysts and Access Managers, this domain covers the relationship between personas, operators, and access groups within Pega. Candidates articulate the difference between authorization and authentication and understand their applications.

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Pegasystems Certified Pega Business Architect 24 Sample Questions (Q16-Q21):

NEW QUESTION # 16

Which scenario is a use case for the Wait step?

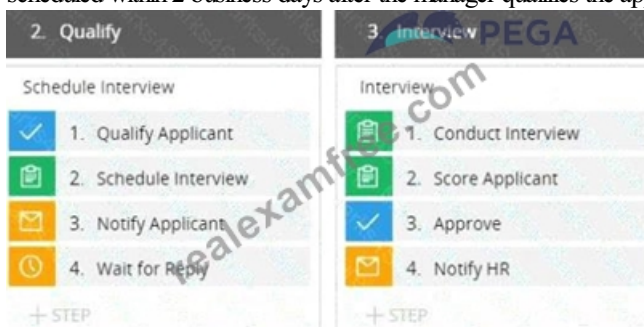
Response:

- A. A payroll user cannot process a salary increase until the department manager approves the increase.
- B. An agent needs to send a confirmation email to an insured customer after they complete a form.
- C. The customer cannot complete an application for a checking account until a bank representative reviews their credit report.
- D. The customer needs to log in to their account before receiving a membership discount on an online purchase.

Answer: A

NEW QUESTION # 17

In the following partial case life cycle, a manager must contact a job applicant to schedule an interview. The interview should be scheduled within 2 business days after the manager qualifies the applicant, although 1 business day is preferable.



To meet this requirement, you apply a goal and deadline to the _____.

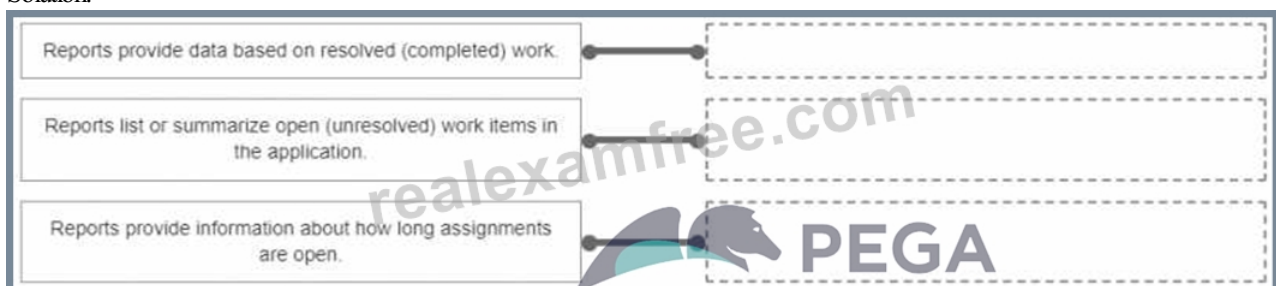
- A. Schedule Interview process
- B. Schedule Interview step
- C. Case type
- D. Interview stage

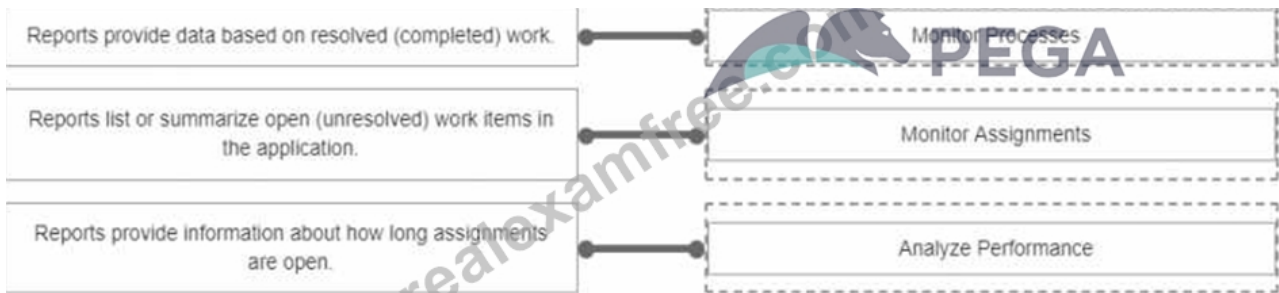
Answer: B

NEW QUESTION # 18

Drag each report category to the corresponding description.

Solution:





Determine whether the given solution is correct? Response:

- A. Correct
- B. Incorrect

Answer: B

NEW QUESTION # 19

Choose two use cases that require the configuration of conditional paths within the case type.

(Choose Two)

Response:

- A. A catering booking application requires customers to enter information about expected party size, event date, and event time. When customers submit the information, the catering company sends a confirmation email.
- B. A shopping application requires a guest to fill out payment information. A user who enters a membership number skips the payment information step.
- C. A scholarship eligibility application requires students to enter standardized test scores. Students with qualifying test scores can schedule an interview. Students without qualifying test scores receive a rejection email.
- D. An application requires customers to specify the type of request from a drop-down list. The request routes to the appropriate department work queue. A user with access to the work queue processes the case through fulfillment.

Answer: C,D

NEW QUESTION # 20

Which two statements about data records are true?

(Choose Two)

Response:

- A. Data records define permissible values for data fields.
- B. Data records are displayed in a drop-down list by default.
- C. Data records require external storage.
- D. Data records are displayed in a searchable text field by default.

Answer: A,B

NEW QUESTION # 21

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