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Pega Certified Decisioning Consultant

This certification exam is for Pega professionals who want to have the skills and knowledge to successfully design and develop Pega Customer Decision Hub™ related artifacts.

The Pega Certified Decisioning Consultant (PCDC) certification is for professionals participating in the design and development of a Pega Customer Decision Hub™ solution. This certification ensures you have the skills to apply design principles of Decision Strategies, Next-Best-Action, as well as Predictive Analytics. The PCDC Version 8 exam includes multiple choice, scenario, and drag/drop questions. If multiple answers are required, the text states how many responses are needed.

This course is a must have for any decisioning consultant who wants to implement Next-Best-Action application on a customer site.

Online Pega Certified Decisioning Consultant (PCDC) Practice Exam

Gain greater understanding of the key features, capabilities and benefits of the Pega Customer Decision Hub in this course. Learn how components such as Proposition Management, Predictive Analytics and Interaction History are used to create, simulate and analyze real-time Next-Best-Action decision strategies. Get hands-on experience building strategies for real-time interactions as well as simulating and analyzing their results using Visual Business Director.

Prerequisites

- Pega Decisioning Consultant 8 course
- Pega Decisioning Consultant 8 practice exam

Skill Level

- Advanced

Duration

- 4 days

Platform Version

- 8

Exam Topics (% of exam)

1. Next-Best-Action Concepts (8%)

- Customer Decision Hub overview
- Optimizing customer value in the contact center

2. Next-Best-Action Designer (15%)

- Defining and managing propositions
- Authoring Next-Best-Action decisions
- Configuring Next-Best-Action designer for real-life scenarios

3. Decision Strategies (47%)

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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	• Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.
Topic 2	• Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.

Topic 3	• 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.
Topic 4	• AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q63-Q68):

NEW QUESTION # 63
As shown in the following figure, decision strategy contains 'Green Label' and 'Black Label' Proposition components that point to the "Set Printing Cost' Set Property component that uses 'BaseCost' and
"LetterCount." The configuration of the Prioritize component selects the lowest cost. What is the role of the Set Property component in the following decision strategy?

- A. To create a new strategy property.
- B. To import the printing cost property into the strategy.
- C. To calculate the printing cost for each of the actions.
- D. To filter actions based on the printing cost.

Answer: C

NEW QUESTION # 64
U+ Bank wants to use Pega Customer Decision Hub to display a credit card offer, the Standard Card, to every customer who logs in to the bank website. What three of the following artifacts are mandatory to implement this requirement7 (Choose Three)

- A. Customer engagement policies.
- B. Customer contact policies.
- C. A business structure.
- D. Real-time containers.
- E. An action and the associated web treatment.

Answer: C,D,E

Explanation:
To implement this requirement, you need to create an action and the associated web treatment, a real-time container, and a business structure. An action is a proposition that you want to present to a customer, such as a credit card offer. A treatment is the way you present the action to a customer, such as an image or a text message. A real-time container is a configuration that defines how to deliver actions and treatments to a specific channel, such as a website or a mobile app. A business structure is a hierarchy of business groups and business issues that organizes actions into meaningful categories. Verified References: Pega Academy - Decisioning Consultant - Creating actions and treatments, Pega Academy - Decisioning Consultant - Configuring real-time containers, [Pega Academy - Decisioning Consultant - Defining business structure]

NEW QUESTION # 65
U+ Bank wants to use Pega Customer Decision Hub'* to display a credit card offer, the Standard Card, to every customer who logs in to the bank website.
What three of the following artifacts are mandatory to implement this requirement? (Choose Three)

- A. Customer engagement policies.
- B. Customer contact policies.
- C. Real-time containers.
- D. A business structure.
- E. An action and the associated web treatment.

Answer: C,E

NEW QUESTION # 66
U+ Bank has recently defined two contact policies:
1. Suppress a group of credit card offers for 30 days if any credit card offer is rejected three times in any channel in the past 15 days.
2. Suppress the Reward card offer, part of the credit card group, for 7 days if it is rejected twice in any channel in the last 7 days.
Paul, an existing U+ Bank customer, no longer sees the Reward card offer. What is the reason that Paul cannot see the offer?

- A. Paul rejected other credit card offers twice on the web channel and once in contact center.
- B. Paul rejected the Reward card offer once in contact center.
- C. Paul rejected the Reward card offer once on the web channel.
- D. Paul rejected other credit card offers once on the web channel and once in the contact center.

Answer: A

Explanation:
Paul cannot see the Reward card offer because he rejected other credit card offers twice on the web channel and once in contact center in the past 15 days. This triggers the first contact policy that suppresses a group of credit card offers for 30 days if any credit card offer is rejected three times in any channel in the past 15 days.
The Reward card offer is part of the credit card group, so it is suppressed for Paul for 30 days. The second contact policy that suppresses the Reward card offer for 7 days if it is rejected twice in any channel in the last
7 days does not apply because Paul did not reject the Reward card offer twice in any channel in the last 7 days. Verified References: [Certified Pega Decisioning Consultant | Pega Academy], Suppression policies system Following is the description of the image that was sent with question no:5:
* This is a screenshot of a table with four columns and two rows.
* The table has a header row with white text on a blue background.
* The header row reads "Constraint name", "Constraint mode", "Constraint value", and "Channel".
* The second row has black text on a white background.
* The second row reads "Standard card", "Return any action that does not exceed", "100", and "Daily".
* The table has a gray border and a light blue background.

NEW QUESTION # 67
A volume constraint uses the Return any action that does not exceed
constraint mode. The following tables show the configuration of the volume constraints and the list of customers in the outbound segment:
The outbound run selects customers in the following order to apply the volume constraints: CUST-01, CUST-02, CUST-03, and CUST-05.
Based on the configuration of the volume constraints for each channel, which offer does CUST-05 receive?

- A. Diamond card
- B. Silver card
- C. Silver card and Diamond card
- D. None

Answer: A

Explanation:

CUST-05 receives the Diamond card offer because it is the only action that does not exceed the volume constraint for the email channel. The Silver card offer has already reached its limit of 2 emails per day, so it is not eligible for CUST-05. The volume constraint mode Return any action that does not exceed means that any action that meets the eligibility and suitability criteria and does not violate the volume constraint will be returned, even if there are other actions with higher priority or propensity. Verified References: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

NEW QUESTION # 68

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