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*Sales Velocity Formula*

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### Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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>

- 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.

## Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q22-Q27):

### NEW QUESTION # 22

What does a dotted line from a "Group By" component to a "Filter" component mean?

- A. To evaluate the "Group By" component, the "Filter" component is evaluated first.
- B. Information from the "Group By" is copied over to the "Filter" component.
- **C. A property from the "Group By" is referenced by the "Filter" component.**
- D. There is a one-to-one relationship between the "Group By" and the "Filter" components.

**Answer: C**

Explanation:

A dotted line from a "Group By" component to a "Filter" component means that a property from the "Group By" is referenced by the "Filter" component. For example, if you group customers by age and then filter them by average spending, you need to reference a property from the "Group By" component, such as .pxSegment, in the "Filter" component. A dotted line does not indicate a one-to-one relationship, an evaluation order, or a copying of information between components

### NEW QUESTION # 23

Which of the following reasons explains why a customer might receive an action that they already accepted?

- A. The action suitability conditions are not defined.
- B. The suppression rules are not defined to exclude previously accepted actions.
- C. The actions are filtered based on eligibility.
- **D. The volume constraint is not set to exclude previously accepted offers.**

**Answer: D**

Explanation:

A customer might receive an action that they already accepted if the volume constraint for that action is not configured to exclude previously accepted offers. This option can be enabled by selecting the Exclude previously accepted actions checkbox in the volume constraint configuration. The action suitability conditions are used to determine whether an action is suitable for a customer based on their propensity, priority, or other criteria, not based on their previous responses. The suppression rules are used to exclude customers from receiving an action based on certain conditions, such as opt-out preferences or recent purchases, not based on their previous responses. The actions are filtered based on eligibility before applying the volume constraints, so this option does not explain why a customer might receive an action that they already accepted. Verified References: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

### NEW QUESTION # 24

Regional Bank experiences an unexpected system outage affecting online banking services across multiple locations. The bank needs to immediately inform all customers about the temporary service disruption and provide alternative banking options. The communication must reach every customer simultaneously and should not be repeated.

Which communication approach should the bank use to address this urgent customer notification requirement?

- A. Send individual personalized messages through the standard outbound schedules
- B. Configure a promotional campaign with targeted audience segmentation rules
- C. Schedule a regular always-on outbound communication with engagement policies
- **D. Create a one-time action to deliver Immediate batch communication to all customers**

**Answer: D**

### NEW QUESTION # 25

You are a deaccessioning architect on a next-best-action project and are responsible for designing and implementing decision strategies. Select each component on the left and drag it to the correct requirement on the right.

**Answer:**

Explanation:

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

### NEW QUESTION # 26

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. Customer segment
- D. Prioritization formula

**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 # 27

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