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Pegasystems Certified Pega Business Architect 24 Sample Questions (Q129-Q134):

NEW QUESTION # 129

In an online banking application, a Transaction Inquiry Case creates a Fraud Investigation Case if the transaction is unauthorized. Transaction details are collected in the Transaction Inquiry Case and populated in the Fraud Investigation Case. What two actions achieve this configuration in App Studio? (Choose Two)

- A. Propagate the transaction data from the parent Case to the child Case.
- B. Configure Transaction Inquiry as a parent Case and Fraud Investigation as a child Case.
- C. Configure Fraud Investigation as a parent Case and Transaction Inquiry as a child Case.
- D. Reference the transaction data from the parent Case in the child Case.

Answer: A,B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

This question tests case relationships.

* A: Incorrect. Referencing is manual; propagation is automatic. Extract: Pega Academy, Case Management: "Propagation copies data automatically."

* B: Correct. Propagation copies data to the child. Extract: Pega Academy, Case Management: "Propagate data from parent to child cases."

* C: Correct. Transaction Inquiry is the parent. Extract: Pega Academy, Case Management: "Parent-child relationships define case hierarchy." Pega Academy, Business Architect '23 Mission; CPBA Study Guide 8.8, Case Relationships; Pega Help, Configuring Case Relationships.

NEW QUESTION # 130

You are configuring an accident claim case with two child cases for an automobile insurance company, as shown in the following figure:

The business requirement changes to allow the parent case to continue independently of the child case processes, w do you configure the Wait step for this requirement?

- A. Configure the step so that only one child case must be resolved before the parent case can continue.
- B. **Configure the step so that users can continue with the parent case process regardless of child case status.**
- C. Configure the step to continue the parent case when the child cases reach auditor approval.
- D. Configure the step to continue the parent case when the child cases reach the payment pending review status.

Answer: B

Explanation:

To configure a parent case to continue independently of its child cases, you need to adjust the Wait step settings in the parent case. By configuring the Wait step so that users can continue with the parent case process regardless of the child case status, the parent case does not need to wait for the child cases to reach a certain status or be resolved. This allows for parallel processing where the parent case progresses independently of the child cases.

Reference: Pega Academy - Wait Step: The Wait step in a case lifecycle is used to pause the processing of a case until a specific condition is met. Adjusting the wait condition allows the parent case to proceed independently of the child cases.

NEW QUESTION # 131

How do you adjust the urgency value of an aging assignment to increase the likelihood that the assignment is completed before the deadline?

- A. Apply an urgency value to the goal interval
- B. Add an escalation action to the goal interview
- **C. Apply an urgency value to the deadline interval**
- D. Adjust the default assignment urgency value

Answer: C

NEW QUESTION # 132

In a Customer Service Case Type, customers can indicate that they are interested in filling out a survey about their customer service experience. If the customer agrees to complete the survey, they proceed to the Customer Survey Stage. Otherwise, the Case resolves automatically. How do you configure this behavior?

Response:

- A. Configure the Customer Survey Stage with a custom Condition to skip when the customer does not indicate interest in filling out a survey.
- B. Configure the Customer Survey Stage never to skip.
- **C. Configure the Customer Survey Stage with a custom condition to start when the customer indicates interest in filling out a survey.**
- D. Configure the Processes in the Customer Survey Stage to start if the customer indicates interest in filling out a survey.

Answer: C

NEW QUESTION # 133

Consider this scenario.

A new Expense Report is submitted and must be reviewed. The assignment urgency and the initial urgency values are both set to 10.

- * The SLA starts when the assignment is created
- * If the goal elapses and the assignment is not yet completed, the assignment urgency is increased by 10
- * If the deadline elapses and the assignment is not yet completed, the assignment urgency increases by 10
- * If the passed deadline elapses and the assignment is not yet completed, the assignment urgency increases by 10 In the Answer Area, select the urgency for each milestone.

Answer:

Explanation:

Explanation:

Goal - 20

Deadline - 30

Passed Deadline - 40

NEW QUESTION # 134

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