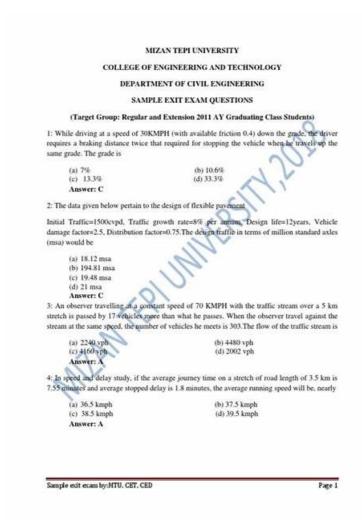
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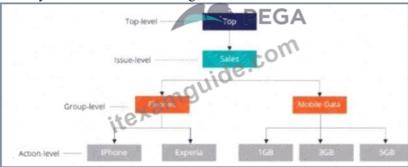
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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q16-Q21):

NEW QUESTION #16

MyCo, a mobile company, uses Pega Customer Decision Hub to display offers to customers on its website.

The company wants to present more relevant offers to customers based on customer behavior. The following diagram is the action hierarchy in the Next-Best-Action Designer.



The company wants to present offers from both the groups and arbitrate across the two groups to select the best offer based on customer behavior.

As a decisioning architect, what must you do to present offers from the two groups?

- A. Create a decision strategy at the Issue-level
- B. Set contact limits for both the groups.
- C. Enable an engagement policy for the second group.
- D. Map a real-time container to the Top-level or Issue-level.

Answer: D

Explanation:

To present offers from the two groups, you must map a real-time container to the Top-level or Issue-level. A real-time container is a configuration that defines how to deliver offers and treatments to a specific channel, such as a website or a mobile app. By mapping a real-time container to the Top-level or Issue-level, you can enable all the offers under that level to be available for delivery through that channel. Verified References: Pega Academy - Decisioning Consultant - Configuring real-time containers

NEW QUESTION #17

U+ Bank, a retail bank, has recently implemented a project in which credit card offers are presented to qualified customers when they log in to the web self-service portal. The bank added engagement policy conditions to show the offers based on the bank's requirements.

In the Answer Area, select the correct engagement policy for each condition.

Condition	Engagement policy		
	Eligibility	Applicability	Suitability
The customer must not be flagged as a defaulted borrower	S.C.	0	0
Customer already owns a higher-value offer	O	0	0
Must be a resident of the New York City	0	0	0
The savings product offers are relevant only if the customer has not explicitly opted out of	0	0	0
Inappropriate for customers	0	0	0

Answer:

Explanation:

nswer Area				
	Condition	Engag	ement policy	
		Eligibility	Applicability	Suitability
	The customer must not be flagged as a defaulted borrower	[0]	ona	0
	Customer aiready owns a higher-value offer	ide.	101	0
	Must be a resident of the New York City	[0]	0	0
	The savings product offers are relevant only if the customer	0	[0]	0
	has not explicitly opted out of direct marketing Inappropriate for customers with a credit score 300 as	PFG	Δ	[0]

Explanation:

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

Answer Area				PEGA
	Condition	Engag	ement policy	
		Eligibility	Applicability	Suitability
	The customer must not be flagged as a defaulted borrower	. C	OU.	0
	Customer already owns a higher-value offer	Ige.	•	0
	Must be a resident of the New York City	•	0	0
	The sayings product offers are relevant only if the customer has not explicitly opted out of direct marketing	0	•	0
	Inappropriate for customers with a credit score < 300 as	0	0	•

NEW QUESTION #18

You are the decisioning architect on an Al-powered one-to-one customer engagement implementation project. You are asked to design the next-best-action prioritization expression that balances the customer needs with the business objectives. What factor do you consider in the prioritization expression?

- A. Offer relevancy
- B. Offer eligibility
- C. Predicted customer behavior
- D. Customer contact policy

Answer: C

Explanation:

The prioritization expression is a formula that calculates the priority score of each offer for each customer, based on various factors that reflect the customer needs and the business objectives. One of the most important factors is the predicted customer behavior, which is measured by the propensity. The propensity is a value that indicates how likely a customer is to accept an offer, based on their attributes and behaviors. The propensity is calculated by using predictive analytics models that learn from historical data and feedback. The higher the propensity, the higher the priority score, making the offer more relevant and valuable for the customer. Verified References: [Pega Decisioning Consultant | Pega Academy]

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

Answer: D

NEW QUESTION #20

MyCo, a telecom company, wants to start promoting data plan offers through SMS to qualified customers. The marketing team needs to ensure that the outbound run always uses the latest customer information. What do you configure to implement this requirement?

- A. Select a different audience sample with a similar profile.
- B. Trigger an external Extract-Transform-Load (ETL) process.
- C. Run the starting population segment daily.
- D. Select the Refresh the audience checkbox.

Answer: D

NEW QUESTION #21

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