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## ■ QUESTIONS & ANSWERS ■

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### Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>AI and Arbitration: Explores AI-powered action arbitration, prioritization, and using business levers for action selection.</li></ul>
Topic 2	<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 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 4	<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 5	<ul style="list-style-type: none"> <li>• Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.</li> </ul>
Topic 6	<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 7	<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>

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## Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q74-Q79):

### NEW QUESTION # 74

U+ Bank follows all engagement policy best practices to present credit card offers on their website. The bank has introduced a new credit card offer, the Rewards card. Anna, an existing customer, currently holds a higher value card, Premier Rewards, and does not see the new Rewards card offer.

What condition possibly prevents Anna from seeing the new Rewards card offer?

- A. Suppression rules
- B. Eligibility
- C. Applicability
- D. Suitability

**Answer: A**

Explanation:

Suppression rules are used to prevent customers from seeing offers that are not relevant or appropriate for them. For example, if a customer already has a higher value card, they should not see a lower value card offer.

Therefore, suppression rules are the most likely condition that prevents Anna from seeing the new Rewards card offer. Verified

References: [Pega Decisioning Consultant | Pega Academy]

### NEW QUESTION # 75

U+ Bank has recently implemented Pega Customer Decision Hub. As a first step, the bank went live with the contact center to improve customer engagement. Now, U+ Bank wants to extend its customer engagement through the web channel. As a decisioning architect, you have created the new set of actions, the corresponding treatments, enabled the web channel, and defined a new real-time container trigger in the Next- Best-Action Designer. What else do you configure for the new treatments to be present in the next-best-action recommendations?

- A. Modify the Next-Best-Action Framework strategy to cater to the new web channel.

- B. Change the generated decision strategy.
- C. No need to do anything. The strategy is auto-generated.
- D. Create a channel strategy specifically for web.

**Answer: C**

#### NEW QUESTION # 76

U+ Bank wants to send promotional emails related to credit card offers to their qualified customers. The business intends to use the same action flow template with the desired flow pattern for all the credit card actions.

What do you configure to implement this requirement?

- A. Dynamic template
- B. Output template
- C. File template
- D. Email treatment

**Answer: A**

Explanation:

To implement this requirement, you need to configure a dynamic template in Customer Decision Hub. A dynamic template is a type of template that allows you to define a common action flow pattern for a group of actions that share similar characteristics, such as channel, issue, or group. You can specify which properties and components are required for each action in the group, and how they are mapped to the action flow template. This way, you can reuse the same action flow template for all the credit card actions, while still allowing some variations in their content and configuration. Verified References: Pega Academy - Decisioning Consultant - Creating dynamic templates

#### NEW QUESTION # 77

The following decision strategy outputs the most profitable shoe a retailer can sell. The profit is the selling Prices of the shoe, minus the Cost to acquire the shoe.

The details of the shoes are provided in the following table:

The details of the shoes are provided in the following table:

To output the most profitable shoe, which component do you add in the blank space that is highlighted in red?

- A. Prioritize
- B. Filter
- C. Decision table
- D. Group By

**Answer: A**

Explanation:

To output the most profitable shoe, you need to add a Prioritize component in the blank space. A Prioritize component allows you to rank actions based on one or more properties. In this case, you can rank the shoes based on the Profit property and select the highest ranked shoe as the output. Verified References: Pega Academy - Decisioning Consultant - Prioritizing actions

#### NEW QUESTION # 78

J)+ Bank uses Pega Customer Decision Hub to approve credit card limit changes requested by customers automatically. A scorecard model determines the customer credit score. The automatic approval of credit card limits are processed based on the following criteria set by the bank.

The bank wants to change the threshold value for the USD2000 credit limit from <175 to <200. How do you implement this change?

- A. Change the cutoff value in the Results tab of the scorecard model.
- B. Change in the strategy the condition from .pxSegment <=175 to .pxSegment <=200.
- C. Change the cutoff value in the Results tab of the scorecard decision component.
- D. Map the score value in the decision strategy to <=200.

**Answer: A**

Explanation:

The scorecard model determines the customer credit score based on various factors, such as income, expenses, assets, liabilities, etc. The scorecard model has a Results tab where you can define the cutoff values for different segments based on the credit score. To change the threshold value for the USD2000 credit limit from <175 to <200, you need to change the cutoff value in the Results tab of the scorecard model. Changing the cutoff value in the scorecard decision component, changing the condition in the strategy, or mapping the score value in the decision strategy will not affect the credit score calculation or segmentation.

### NEW QUESTION # 79

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