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Pegasystems PEGACPDC25V1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Next-Best-Action concepts: Covers one-to-one engagement fundamentals, contact center optimization, always-on outbound strategies, and next-best-action optimization.
Topic 2	<ul style="list-style-type: none"> Channels: Covers implementing real-time containers, offer emails, and third-party integrations for multi-channel delivery.
Topic 3	<ul style="list-style-type: none"> Customer Engagement Optimization: Addresses change management, revision management, GenAI brand voice, and action update processes.
Topic 4	<ul style="list-style-type: none"> Engagement policies: Addresses creating engagement policies, strategies, and customer journeys that govern contact timing and frequency.
Topic 5	<ul style="list-style-type: none"> 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 6	<ul style="list-style-type: none"> Actions and treatments: Focuses on defining and managing customer actions for web and outbound channels.
Topic 7	<ul style="list-style-type: none"> Decision strategies: Focuses on building decision strategies with business logic to power the decisioning engine.

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Quiz 2026 Pegasystems PEGACPDC25V1: High-quality Guaranteed Certified Pega Decisioning Consultant 25 Success

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q90-Q95):

NEW QUESTION # 90

As a decisioning architect, you advise the board on the business issues for which they must use the Next-Best-Action strategy. Which three business issues do you recommend? (Choose Three)

- A. Accounting
- B. Resource Planning
- C. Collections
- D. Retention
- E. Service

Answer: C,D,E

Explanation:

The Next-Best-Action strategy is a customer-centric approach that aims to deliver the most relevant and valuable proposition for each customer at any given moment. You can use the Next-Best-Action strategy to address various business issues that involve customer interactions, such as service, retention, and collections. Service is the process of providing assistance and support to customers who have questions or problems. Retention is the process of preventing customers from leaving or switching to competitors. Collections is the process of recovering unpaid debts from customers who are delinquent or defaulting on their obligations. These are all business issues that can benefit from using the Next-Best-Action strategy. Verified Reference: [Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 91

GlobalRetail operates in a fast-changing digital marketplace where customer preferences and competitor offers change weekly. Their marketing team struggles with lengthy approval processes that prevent quick responses to market trends, often causing them to miss critical engagement opportunities.

What does agility represent in the context of customer engagement projects?

- A. Automating all business processes through artificial Intelligence and machine learning algorithms
- B. Eliminating all testing requirements to completely accelerate software deployment cycles
- C. Outsourcing decision-making processes to external vendors for faster implementation speeds
- D. An organization's ability to react quickly to marketplace changes and emerging trends

Answer: D

NEW QUESTION # 92

U+ Bank wants to offer credit cards only to customers with a low-risk profile. The customers are divided into various risk segments from AAA to CCC. The risk segmentation rules that the business provides use the Age and the customer Credit Score based on the following table. The bank uses a scorecard model to determine the customer Credit Score.

Age	Credit Score	Risk Segmentation
<18	>100	CCC
>18	>350	BBB
>25	>500	AAA

As a decisioning architect, how do you implement the business requirement?

- A. Add a decision table to a decision strategy and pass the credit score as the parameter.
- B. Add a decision table to a decision strategy and reference it in the scorecard component.
- C. Add the risk segmentation rules in the Results tab of the scorecard rule.
- D. Add three contact policies that correspond to the three risk segments.

Answer: A

Explanation:

To implement the business requirement, you need to add a decision table to a decision strategy and pass the credit score as the

parameter. A decision table allows you to define rules based on one or more input parameters and return an output value. In this case, you can use the credit score as an input parameter and return the risk category/grade as an output value. You can then use this output value to filter out customers who are not in the low-risk segment (AAA). Verified References: Pega Academy - Decisioning Consultant - Using decision tables

NEW QUESTION # 93

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:

Action	Price	Cost	Profit
Nike	\$69	\$59	\$10
Adidas	\$65	\$45	\$20
Puma	\$85	\$65	\$20
Reebok	\$75	\$50	\$25

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

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

Answer: C

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 Reference: Pega Academy - Decisioning Consultant - Prioritizing actions


NEW QUESTION # 94

U+ Bank, a retail bank, uses the business operations environment to perform its business changes. The bank carries out these changes in the Pega Customer Decision Hub portal by using revision management features or the 1:1 Operations Manager portal. For each task, select the correct portal in which you perform the build tasks based on best practices.

Task	1:1 Operations Manager	Pega Customer Decision Hub
Create a new action.	<input type="radio"/>	<input type="radio"/>
Modify a score card.	<input type="radio"/>	<input type="radio"/>
Create a decision strategy.	<input type="radio"/>	<input type="radio"/>
Edit an engagement policy for an action.	<input type="radio"/>	<input type="radio"/>
Edit a group level engagement policy.	<input type="radio"/>	<input type="radio"/>
Edit an email treatment for an	<input type="radio"/>	<input type="radio"/>

Answer:

Explanation:



Task	1:1 Operations Manager	Pega Customer Decision Hub
Create a new action.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Modify a score card.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Create a decision strategy.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit an engagement policy for an action.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit a group level engagement policy.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Edit an email treatment for an	<input checked="" type="checkbox"/>	<input type="checkbox"/>

NEW QUESTION # 95

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