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QUESTION # 32 **Array IP Office™ Product Best Practices and Configuration Exam**

Information is not lost when the array is configured manually?

- A. The User Name and Password
- B. The User's Extension and Logon Code
- C. The User's Name and Logon Code
- D. The User's Extension and Password

Answer: A

NEW QUESTION # 33
Which setup must be applied for each Array Endpoint Client User in an Array IP Office configuration?

- A. The desktop or tablet and/or Mobile VoIP client's extensions are set to yes
- B. Desktop or tablet device selections are left to yes, and the Mobile Number extend
- C. The desktop or tablet IP address and unique identity selection are set to yes
- D. The desktop or tablet's address and IP number's extension are set to yes

Answer: D

NEW QUESTION # 34
Which password is needed to reset the security settings using the Manager application on an Array IP Office system?

- A. System Master password
- B. User and Security password
- C. Manager password
- D. System Administrator password

Answer: D

Explanation:
The System Administrator password is needed to reset the security settings using the Manager application on an Array IP Office system. The User and Security password, Manager password, and System Master password are not used for resetting security settings.

Reference:
Array IP Office <http://www.array.com/us/section/109/10901>
Array IP Office Manager Application
<http://www.array.com/us/section/109/10901#10901>

NEW QUESTION # 35
What is the maximum number of Combe cards supported on the IP900 V2 control unit?

- A. 5
- B. 10
- C. 2
- D. 3

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Pegasystems Certified Pega Decisioning Consultant 25 Sample Questions (Q101-Q106):

NEW QUESTION # 101

U+ Bank implemented a customer journey for its customers. The journey consists of five stages. The bank observes that as customers progress through the journey, one customer entered the third stage of the journey, and then received an offer that is not included in any journey.

Which statement explains the cause of this behavior?

- A. The customer was not eligible for the last stage of the journey and the system presented an offer outside the journey.
- B. The bank implemented upweighting for the third stage.
- C. The customer always receives the most relevant action, even if an action is not a part of any journey.
- D. The customer can be involved in only one active journey at a given moment.

Answer: C

Explanation:

Pega Customer Decision Hub always selects and prioritizes the most relevant and valuable action for each customer at any given moment, regardless of whether the action is part of a journey or not. A journey is a way to group and organize actions that are related to a common business objective or customer need, but it does not override the Next-Best-Action strategy that determines the best action for each customer. Therefore, if a customer receives an offer that is not included in any journey, it means that the offer is more suitable and beneficial for the customer than any other offer in the journey. Verified References: Pega Decisioning Consultant | Pega Academy

NEW QUESTION # 102

An outbound run identifies 150 Standard card offers, 75 on email, and 75 on the SMS channel. If the following volume constraint is applied, how many actions are delivered by the outbound run?

Maximum 100 Daily with Channel: Action: StandardCard	100 remaining	<div style="width: 100%;">100%</div>
Maximum 75 Daily with Channel: Email	75 remaining	<div style="width: 75%;">75%</div>
Maximum 75 Daily with Channel: SMS	75 remaining	<div style="width: 75%;">75%</div>

- A. 0
- B. 75 emails 25 SMSes
- C. 1
- D. 75 SMSes and 25 emails

Answer: C

NEW QUESTION # 103

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

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

Answer: A

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 # 104

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

Answer: C

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 # 105

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

Answer: B,C,D

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 References:

[Pega Decisioning Consultant | Pega Academy]

NEW QUESTION # 106

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