

Topic 1 - Exam A

Question #1

Topic 1

DRAG DROP -

Consider an application built on the Constellation architecture.

Select each description on the left and drag it to the appropriate UX concept on the right.

Description

UI object that represents the combination of data and a template.

Preassembled view with a preset template and data requirements.

Automatically-generated view that represents a single case in Pega Platform.

Generic rendering structure that presents data with visual style and interaction behavior.

Answer Area

Description

UX concept

[Empty box for description]

Full case view

[Empty box for description]

Template

[Empty box for description]

View

[Empty box for description]

Widget

DRAG DROP -

Drag the term that is used in App Studio from the left to the rule that you use in Dev Studio on the right.

App Studio term	Answer Area	Dev Studio rule
Field		Service-level agreement (SLA)
Goal and deadline		Access group
User		Operator
Persona		Property

DRAG DROP -

An organization requests the following behavior for a case type that allows customers to place orders for fulfillment.

- The application identifies customer information, such as user ID and locale, upon login.
- Cases list the last 10 orders placed by the customer, including the order status.
- Customers can select one of the previous 10 orders as the basis for the current order.

Select each piece of Information on the left and drag it to the appropriate Clipboard Location.

Information	Answer Area	Clipboard Location
Previous orders	Customer information	User pages
Current order		System pages
		Data pages

DRAG DROP -

Drag the appropriate ruleset version type on the left to the corresponding scenario on the right.

Ruleset version type	Scenario
Major version	You must add a stage-specific optional action to an Order placement case life cycle.
Minor version	You must fix a bug that lists product options by product ID instead of by name.
Patch version	You must add a new Order return case type to the Shopping application.

DRAG DROP -

Select each Use Case on the left and drag it to the appropriate Automation on the right.

Use Case	Automation
A medical specialist completes their review of an insurance claim, and the system attaches the report to the case.	Send email
Employees of a financial services firm receive confirmation when they register for the required certification classes.	Change to a stage
A Fraud department manager receives a mobile notification that an approval request is in their worklist.	Push notification
When an approver rejects an expense report, an employee can modify and resend the report for approval.	Create PDF

In which two situations is it appropriate to use a decision table? (Choose two.)

- A. A dance studio recommends a membership type based on the number and type of dance classes the customer wants to attend every month.
- B. Order total is calculated based on the quantity and price of the items in the customer's shopping cart.
- C. If customers decide to add insurance, checked bags, or early boarding to their airline tickets, extra fees are added to their order total.
- D. A hair care company suggests a line of products to customers based on their hair type, scalp moisture, hair moisture, and whether it is color-treated.

Timesheets require the following approvals:

- Regular 40 hours -> Supervisor of employee
- Any overtime -> Manager of Supervisor
- Worked on weekend -> VP Finance
- Negative time-off balance -> HR Director

Which two conditions require an authority matrix? (Choose two.)

- A. Worked on weekend -> VP Finance
- B. Negative time-off balance -> HR Director
- C. Any overtime -> Manager of Supervisor
- D. Regular 40 hours -> Supervisor of Employee

What is the purpose of the Test coverage tool?

- A. To determine how many rules are covered and not covered by Pega Platform tests.
- B. To determine which application needs to be assessed for test coverage.
- C. To identify which users have the appropriate permissions to run test suites.
- D. To create user-level test coverage reports, but not application-level coverage reports.

Which two of the following use cases do you implement by using one or more calculated fields? (Choose two.)

- A. An accountant wants to list the largest order for the last month, for each customer account.
- B. A sales representative wants to quote the cost of an insurance policy based on selected coverage options.
- C. A project manager wants to estimate the cost of painting a banquet hall based on labor and materials required.
- D. A certification manager wants to determine the number of exams conducted at each testing facility in the current quarter.

For an application built on the Constellation architecture, all managers must view the Employee vacation requests Insight in their Manager portal dashboards. Only managers have access to this Insight.

Which configuration do you perform to fulfill these requirements?

- A. Create a new landing page on the Manager portal with the new Insight.
- B. Add the Employee vacation requests Insight widget to the Manager portal dashboard.
- C. Create a new private dashboard, and then add the Insight widget.
- D. Add a Report widget to the Manager portal dashboard.

You are a low-code developer that is interested in receiving personalized suggestions throughout application development. How do you achieve this in Pega Platform?

- A. Contact the Pega Support Center.
- B. Install a browser plugin.
- C. Use the Developer assistant pane.
- D. Enable Pega GenAI features.

A retail store wants an application to process a new customer loyalty account that the store uses for marketing and customer retention efforts. The customer enters their contact information. The data is stored in a data relationship with an external data source. What type of data relationship do you create?

- A. A data reference field
- B. A query field
- C. A case reference field
- D. An embedded data field

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



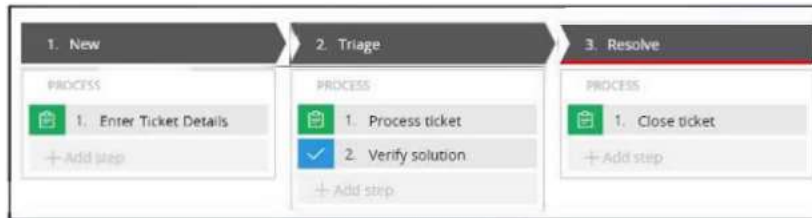
The business requirement changes to allow the parent case to continue independently of the child case processes. How do you configure the Wait step for this requirement?

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

Which of the following events can you trace by using the Tracer tool?

- A. User authentication
- B. Data sources
- C. Data transforms
- D. Service-level agreements

A help desk ticket case type is defined as follows:



If the Process ticket step is configured to set the status to Pending-Triage, when is the status of the case set to Pending-Triage?

- A. When the Process ticket step starts
- B. When the Triage stage starts
- C. When the Enter Ticket Details step completes
- D. When the Process ticket step completes

A manufacturing company has an Inventory data page that uses page structure. You need to write a single page of data to a single database row in the configured system of record.

Which option fulfills the requirement?

- A. Data type
- B. Connector
- C. Insight
- D. Database save

You should consider using a field value when the list of allowed values is _____.

- A. three or fewer items
- B. mostly static
- C. specific to one case type
- D. shared across all case types

A developer discovers that a calculated property value is returning an unexpected result.

Which two features of the Tracer tool can you use to diagnose the problem while minimizing the impact on application performance? (Choose two.)

- A. The Save function
- B. Breakpoints
- C. The Watch function
- D. The Clipboard tool

Which two requirements ensure that valid data is used in a case? (Choose two.)

- A. The data fits the business logic.
- B. The data is locally sourced.
- C. The data is the correct field type.
- D. The data is organized in a data type.

To process a Finance employee retirement package, the system requires approvals from the Finance manager, the HR benefits manager, and the HR director.

How do you implement the requirements so that each approver can work independently and in any order?

- A. Route the assignment to a work queue to which all three roles have access.
- B. Create three parallel processes with approval steps.
- C. Create business logic to route the assignment to the different approvers.
- D. Create an approval step with cascading approval based on the reporting structure.

In a construction application, the user access group is configured with an Access of Role to Object record as shown in the following image:

Access controls	
Open instances	Open rules
5	2
Modify instances	Modify rules
4	2
Delete instances	Delete rules
1	0
Run reports	Execute activities
3	2

Currently, the application is in the quality assurance environment. Which three operations can users perform in the application at this level? (Choose three.)

- A. Modify instances
- B. Run reports
- C. Modify rules
- D. Open instances
- E. Delete rules

An order fulfillment case type allows a customer to update user profile information during the order placement stage. The user profile consists of the following three pages:

- Account ID and password
- Customer contact information
- A list of open orders with the status of each order

How do you configure the case type to allow customers to update any of the user profile pages individually?

- A. Add an optional process to the case workflow.
- B. Add an alternate stage to the case life cycle.
- C. Add a set of optional actions to the case workflow.
- D. Add a button for each profile page to each assignment.

Which device characteristics should be considered when designing a mobile app?

- A. Customize controls for each responsive breakpoint.
- B. Test applications in the mobile preview.
- C. Design for finger taps.
- D. Use fixed positioning.

What are two ways you can create a view with editable fields in an application built on the Constellation architecture? (Choose two.)

- A. On the Data model tab of a case type, configure a view.
- B. In a step of the case life cycle, configure a view.
- C. On the UX tab of a case type, create a Partial view.
- D. On the UX tab of a data object, create a Form view.

An application allows consultants to enter hours worked on a project on a weekly basis. Consultant hours need approval by the manager and the project supervisor. The approvals can occur in any order. Which approval configuration meets this requirement?

- A. Configure a single cascading approval based on an authority matrix.
- B. Configure a parallel process for each of the required approvals.
- C. Add an optional action for each approval in the appropriate stage.
- D. Add the manager approval to an alternate stage in the case life cycle.

A reservation process allows customers to reserve a flight, hotel room, and rental car as part of a travel itinerary. Which configuration displays a Select flight insurance checkbox only when the itinerary includes a flight?

- A. A visibility condition (When rule) that applies to the Select flight insurance checkbox.
- B. A visibility condition (When rule) that applies to the view with the flight insurance information.
- C. A disable condition (When rule) that applies to the Select flight insurance checkbox.
- D. A disable condition (When rule) that applies to the view with the flight insurance information.

To qualify for an instant loan, an applicant must earn a monthly income of at least GBP2000 and cannot exceed GBP15000 in credit card debt. How do you enforce these restrictions when requesting an instant loan?

- A. Use UI controls to validate the entries in the income and credit card debt fields.
- B. Use a single Validate rule with two conditions: one for income and one for credit card debt.
- C. Use a Validate rule to call two Edit validate rules: one for income and one for credit card debt.
- D. Use two Edit validate rules: one for income and one for credit card debt.

Which statement about channel interfaces is true?

- A. Creating a channel interface creates a default work queue in App Studio.
- B. All users see the same channel interface.
- C. A persona requires a unique channel interface.
- D. Channel interfaces are user interfaces that meet business requirements.

An order form provides four options from which customers select one option.
According to best practice, which UI control type can you use to minimize clutter on the order form?

- A. Checkbox
- B. Rich-text editors
- C. Dropdown
- D. Radio buttons

Which two conditions do you test with a unit test? (Choose two.)

- A. A property value is set correctly by a data transform.
- B. A data page populates without any errors.
- C. An application is successfully migrated to a test system.
- D. An application displays user views for 20 users within three seconds.

In which scenario is it appropriate to use a layout group?

- A. A view displays four columns when viewed on a tablet and two columns on a mobile device.
- B. A view displays a table with course information, including a description, duration, and cost.
- C. A view displays a text field if the user selects a checkbox to opt in to provide feedback.
- D. A view displays address, contact, and payment information in a series of tabs.

Which option follows best practices for naming a ruleset in Pega Platform?

- A. Pega-Prod:01-04-01
- B. Grand-Corporation-Human-Resources-Department:01-01-03
- C. Expense:01-02-05
- D. Credit Check:03-01-02

A music studio allows clients to upload audio recordings, and if they choose, they can upload before they begin consultation. The studio wants to pause case processing after the Client Intake stage and give clients 72 hours to upload recordings before beginning the Client Consultation process.

Which configuration meets this requirement?

- A. Configure a case wide optional action to allow uploads. Add a Wait shape with a Timer Wait type set to 72 hours.
- B. Configure a service level on the stage that contains the Client Consultation process with a deadline of 72 hours.
- C. Configure a child case to upload recordings. Add a Wait shape with a case dependency until the child case is resolved.
- D. Configure a validate rule on the Client Intake stage and set the elapsed time to 72 hours.

A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved. Select the case type relationship that satisfies the requirement.

- A. Make credit check a child case of credit card request.
- B. Make credit check a spin-off case of credit card request.
- C. Make both loan request and credit check top cases.
- D. Make credit card request a child case of credit check.

A business architect has developed a new process for a case type. To verify that the UI elements collect the expected results, you want to test the process and the fields.

Which two configurations, when used together, allow you to record a set of interactions and save the test results to verify process functionality? (Choose two.)

- A. Create a scenario test for the case type.
- B. Add explicit assertions on the UI elements.
- C. Create a unit test for the case type.
- D. Add explicit assertions on the Scenario testing landing page.

Which two statements about Configuration sets are true? (Choose two.)

- A. Used if a Dynamic System Setting does not meet the requirements
- B. Used to organize Configuration settings with a common element
- C. Configured by modifying the Data-Configuration-Settings class
- D. Enables the business to control application behavior

Which two statements about Configuration settings are true? (Choose two.)

- A. Security access for Configuration settings is determined using Attribute-Based Access Control.
- B. Configuration settings can be defined in App Studio.
- C. You create the rules a Configuration setting references in Dev Studio.
- D. You can reference Configuration settings using the Condition Builder.

An internet provider determines the best internet speed for a customer based on the customer's answers to a series of nested questions, such as whether the customer is seeking service for a business or for a residence and what is their expected internet usage.

Which feature do you use to configure the application to recommend an internet speed based on the customer's responses?

- A. Configure a decision tree.
- B. Configure a decision table.
- C. Configure a process with multiple decision shapes.
- D. Configure a view that displays the customer's responses.

On the Case Designer, which two components can users tag with a Minimum Lovable Product (MLP) release for project sizing purposes? (Choose two.)

- A. An external system of record (SOR)
- B. A User Mobile App channel
- C. An approval decision
- D. An automation