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QUESTION 1

An online retailer creates a case type that processes and manages customer orders. The checkout process has four steps:

1.

Review Order: The customer reviews the items in order of add-to-cart selection and can adjust the quantity of each item and delete items to calculate and display the order total.

2.

Select Shipping Option: The customer selects a shipping option to determine and display the shipping charge for their order.

3.

Enter Delivery Address: The customer enters their delivery address to determine the sales tax, if applicable, and the application displays the calculated sales tax.

4.

Enter Payment Information: The customer selects a payment option and confirms the grand total of the order. For each calculation, identify the appropriate chaining option to maximize the performance.

Hot Area:

Line total (item price * quantity)	<input type="text" value="Forward chaining"/> <input type="text" value="Backward chaining"/>
Order total (sum of line totals)	<input type="text" value="Forward chaining"/> <input type="text" value="Backward chaining"/>
Shipping charge (calculated from a decision rule)	<input type="text" value="Forward chaining"/> <input type="text" value="Backward chaining"/>
Sales tax (order total * tax rate)	<input type="text" value="Forward chaining"/> <input type="text" value="Backward chaining"/>
Grand total (order total + sales tax + shipping charge)	<input type="text" value="Forward chaining"/> <input type="text" value="Backward chaining"/>

Correct Answer:



Line total (item price * quantity)

Forward chaining
Backward chaining

Order total (sum of line totals)

Forward chaining
Backward chaining

Shipping charge (calculated from a decision rule)

Forward chaining
Backward chaining

Sales tax (order total * tax rate)

Forward chaining
Backward chaining

Grand total (order total + sales tax + shipping charge)

Forward chaining
Backward chaining

QUESTION 2

Sales managers must be able to approve sales quote proposals by email and from their mobile devices How do you implement this requirement?

Available Choices (select all choices that are correct)

- A. Add an Approve/Reject step and enable email notifications on the case type
- B. Add an Approve /Reject step and enable approval from email and mobile
- C. Add an Approve/Reject step and a Send Email step
- D. Add an Approve/Reject step with mobile approval enabled and add a Send Email step

Correct Answer: B

Explanation: To implement this requirement, you can add an Approve /Reject step and enable approval from email and mobile. This way, sales managers can approve sales quote proposals by clicking a link in an email or by using their mobile devices. References: <https://community.pega.com/knowledgebase/articles/case-management/88/configuring-approval-email-and-mobile>

QUESTION 3

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?

Available Choices (select all choices that are correct)

- A. Use a Validate rule to call two Edit validate rules one for income and one for credit card debt



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

Correct Answer: D

Explanation: To enforce these restrictions when requesting an instant loan, you can use a single Validate rule with two conditions one for income and one for credit card debt. A Validate rule is a rule that tests property values for errors or omissions during case processing. You can define multiple conditions in a Validate rule to check whether the property values meet your business requirements. References: <https://community.pega.com/knowledgebase/articles/case-management/86/validating-case-data>

QUESTION 4

You notice that the scope of your project exceeds the original estimates, and the Minimum Lovable Product (MLP) might not be delivered on time. Which team member do you contact to verify the project plan and manage expectations for the release schedule?

Available Choices (select all choices that are correct)

- A. Project delivery leader
- B. Lead business architect
- C. Citizen developer
- D. Deployment architect

Correct Answer: A

Explanation: The project delivery leader is responsible for managing the project plan, scope, budget, and timeline, as well as communicating with stakeholders and resolving issues. The project delivery leader should be contacted to verify the project plan and manage expectations for the release schedule when the scope of the project exceeds the original estimates. References: <https://academy.pega.com/library/82/pega-project-delivery-methodology>

QUESTION 5

In which two situations is it appropriate to use a decision table? (Choose two) Available Choices (select all choices that are correct)

- 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. 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.
- D. If customers decide to add insurance, checked bags or early boarding to their airline tickets extra fees are added to their order total



Correct Answer: AC

Explanation: In these two situations, it is appropriate to use a decision table because they involve deriving values that have one of a few possible outcomes based on multiple variables. For example, the dance studio can use a decision table to recommend different membership types based on different combinations of number and type of dance classes. The hair care company can use a decision table to suggest different product lines based on different combinations of hair characteristics.

References: <https://academy.pegacpsa.com/topic/decision-tables/v1>

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