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QUESTION 1

Which two statements about data records are true? (Choose two.) Available Choices (select all choices that are correct)

- A. Data records are displayed in a drop-down list by default
- B. Data records need unique user-generated IDs
- C. Data records require external storage
- D. Data records define permissible values for data fields

Correct Answer: BD

Explanation: These two statements about data records are true. Data records are values for the fields that are associated with a specific data object, such as a customer or a product. Data records need unique user-generated IDs to identify each record in the data object. Data records define permissible values for data fields, which limit the input values to valid options, reduce errors, and allow for automation. References: <https://academy.pega.com/topic/data-records/v4>

QUESTION 2

Drag each report from the left to the corresponding report type on the right.

Select and Place:

Average duration and timeliness per assignment

Total customer inquiry cases per state per product line

Answer Area

Business report

Process report

Correct Answer:

**Answer Area****Business report**

Total customer inquiry cases per state per product line

Process report

Average duration and timeliness per assignment

QUESTION 3

Which two requirements can you support by configuring a mobile channel in App Studio? (Choose two.)

Available Choices (select all choices that are correct)

- A. Lock the application after 20 minutes of inactivity
- B. Set the dimensions of an application icon to 180x180 pixels
- C. Grant access to the mobile app for a specific user
- D. Configure a left swipe behavior to open a message

Correct Answer: AD

Explanation: These two requirements can be supported by configuring a mobile channel in App Studio. A mobile channel allows you to define various settings and features for your mobile app, such as security, branding, navigation, gestures,

push notifications, offline support, and so on. References:

<https://community.pega.com/knowledgebase/articles/mobile/86/configuring-mobile-app-channels>

QUESTION 4

In a purchase request case type, you have the following requirement Purchase requests should automatically go to the manager of an employee to meet this requirement, you design a case with a . Available Choices (select all choices that are correct)

- A. change stage step to allow the employee to route to the manager
- B. step that routes to the manager
- C. stage to route requests to the manager



D. process that routes to the manager

Correct Answer: B

Explanation: To meet this requirement, you can design a case with a step that routes to the manager. A step is an action that users or systems perform to advance a case toward resolution. You can configure a step to route to a specific user or group of users based on their role, skill, availability, or reporting structure. References: <https://community.pega.com/knowledgebase/articles/case-management/88/adding-steps- case-life-cycle>

QUESTION 5

A company often receives multiple IT tickets for the same issue, such as "the office Wi-Fi is down " You configure a Search duplicate cases step to identify duplicate IT tickets.

What is the basic condition for the Search duplicate cases step?

Available Choices (select all choices that are correct)

- A. Issue type is same
- B. Name of submitter is same
- C. Department is same
- D. Office location is same

Correct Answer: A

Explanation: The basic condition for the Search duplicate cases step is to compare the issue type of the current case with the issue type of existing cases. This way, only cases that have the same issue type are considered as potential duplicates. References: <https://community.pega.com/knowledgebase/articles/case-management/88/searching- duplicate-cases>

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