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QUESTION 1

HOTSPOT

In the Answer Area, select the Pega development team member whose role corresponds to each development task.

Hot Area:

Tasks	Development Team Member Role	
	Business Architect	System Architect
Advocates for application users, such as customers	<input type="checkbox"/>	<input type="checkbox"/>
Works with SMEs and stakeholders to understand business needs	<input type="checkbox"/>	<input type="checkbox"/>
Designs and configures the application	<input type="checkbox"/>	<input type="checkbox"/>
Defines application service level agreements and processes	<input type="checkbox"/>	<input type="checkbox"/>
Contributes technical implementation skills	<input type="checkbox"/>	<input type="checkbox"/>

Correct Answer:



Tasks

Development Team Member Role

	Business Architect	System Architect
Advocates for application users, such as customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Works with SMEs and stakeholders to understand business needs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Designs and configures the application	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Defines application service level agreements and processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contributes technical implementation skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>

QUESTION 2

The business process for an automobile insurance claim consists of the following phases:

1.

Submission: The customer contacts a customer service representative (CSR) to file the claim.

2.

Review: An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs.

3.

Repair: A third party performs the repairs on each vehicle, communicating with the adjuster and customer as necessary.

4.

Verification: After each vehicle repair, the adjuster closes the claim.

According to Pega best practices, which phase can you implement as a child case?

A. Submission



B. Review

C. Verification

D. Repair

Correct Answer: D

The Repair phase can be implemented as a child case because it represents work that is performed by a third party and can be processed in parallel with other phases. A child case also allows for different reporting options and time frames

for the repair work. The other phases are part of the main business process and should be implemented as steps or stages in the top-level case.

References:

<https://academy.pega.com/topic/child-cases/v1>

QUESTION 3

A requirement states: A customer can update an address at any point during case processing by performing the following steps.

1.

The customer submits the new address.

2.

The application verifies that address matches postal service requirements.

3.

The customer then confirms the corrected address.

How do you configure this requirement?

A. Add a case-wide optional action to the workflow to submit a new address.

B. Add a case-wide optional action to the workflow to perform the address change process.

C. Add a button to each assignment to present the customer with a form to submit a new address.

D. Add an alternate stage to the case life cycle to change the address.

Correct Answer: B

To configure the requirement that a customer can update an address at any point during case processing, you need to add a case-wide optional action to the workflow that performs the address change process. A case-wide optional action is an action that users can invoke at any time during the case life cycle. The address change process can be a series of steps that include submitting the new address, verifying it, and confirming it. The other options are either incorrect or irrelevant for this requirement. References: <https://academy.pega.com/topic/optional-actions/v1>

**QUESTION 4**

In an insurance claim application, you have the following requirement: All claims must be resolved within 30 days.

To meet this requirement you configure a service level. Where should the service level be configured?

- A. The stage
- B. The process
- C. The step
- D. The case type

Correct Answer: D

To meet the requirement that all claims must be resolved within 30 days, you need to configure a service level on the case type. A service level on the case type defines a goal and deadline for resolving a case. You can also define actions to take when a case reaches or exceeds its goal or deadline, such as sending an email notification or escalating the urgency. The other options are either incorrect or irrelevant for this requirement. References: <https://docs-previous.pega.com/case-management/87/defining-service-levels-case-types>

QUESTION 5

A manager requests a report that contains the following columns: Create Date, Case ID, Create Operator, and Work Status. You must sort the cases so the case with the most recent create date appears at the top of the list.

How do you design the report to support this requirement?

- A. Select Highest to Lowest sort type for Create Date.
- B. Select Lowest to Highest sort type for Create Date.
- C. Make the Create Date the first column in the report.
- D. Add a filter condition where Create Date is greater than the current date.

Correct Answer: A

To sort the cases so the case with the most recent create date appears at the top of the list, you need to select the Highest to Lowest sort type for the Create Date column. This will arrange the cases in descending order of their creation date.

The other options are either incorrect or irrelevant for this requirement.

References:

<https://docs-previous.pega.com/reporting/87/sorting-and-grouping-columns-list-reports>