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QUESTION 1

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>

QUESTION 2

Your client is planning their next MLP release.

What three pillars are used to capture information for the release? (Choose three.)

- A. Data and Interfaces
- B. Personas and Channels
- C. Non-functionals
- D. Reports
- E. Microjourneys

Correct Answer: ABE

The three pillars that are used to capture information for the release are personas and channels, data and interfaces, and micro journeys. Personas and channels define who uses the application and how they access it. Data and interfaces

define what information is stored and displayed in the application. Micro journeys define how users achieve their goals and outcomes in the application.

References:



<https://academy.pega.com/library/81/pega-certified-business-architect-pcba-81>

QUESTION 3

Customers check their membership status with a company loyalty program by entering their full name and member ID number. Once the membership status is returned, the customer either abandons the case or makes changes to their membership. If the member chooses to make changes, a case ID is assigned to the request.

Which two configurations, when applied in combination, achieve this behavior? (Choose Two)

- A. Configure the case type to create temporary cases.
- B. Add a decision shape to the process.
- C. Configure the stage to resolve the case.
- D. Add a Persist case step to the case life cycle.

Correct Answer: AD

These answers are correct because they achieve the behavior of creating a case ID only when the customer chooses to make changes to their membership. Temporary cases are cases that are not stored in the database until a Persist case step is reached in the case life cycle. This way, the case can be abandoned without creating any records or consuming any resources.

References:

<https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 4: Case Design)

QUESTION 4

How do you guide users through an application form without requiring user training?

- A. Add an instruction to the assignment.
- B. Add an optional action to the case to explain the task.
- C. Add the corresponding step to an appropriate stage.
- D. Send a notification to the assigned user.

Correct Answer: A

it provides users with guidance for completing a form and avoids the need for application training. An instruction is a short text that appears above a form and explains what the user needs to do to complete the task. An instruction can help

users understand the purpose and context of a form and reduce errors or confusion.

References: <https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 9: User Interface)



QUESTION 5

In a hiring application:

1.

An employee interviews the candidate.

2.

The Human Resources (HR) team creates and sends the offer letter.

3.

The Information Technology (IT) team assigns the workstation.

4.

The facilities team assigns the work desk.

To meet these requirements, what personas do you create?

A. HR, IT, Facilities

B. Employee, HR, IT, Facilities

C. Employee, IT, Facilities

D. Employee, HR, Facilities

Correct Answer: B

To meet these requirements, you need to create four personas: Employee, HR, IT, and Facilities. A persona is a role that represents a group of users who perform similar tasks in your application. You can use personas to define user stories, assign tasks, configure access groups, and design user interfaces for your application. References:
<https://academy.pega.com/library/81/pega-certified-business-architect-pcba-81>

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