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QUESTION 1

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>

QUESTION 2

Which two statements about data records are true? (Choose two.)

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

Correct Answer: AD

Data records are instances of data types that store information in your application. Data records need unique, user-generated IDs to identify and reference them. Data records also define permissible values for data fields that use them



as data sources, such as drop-down lists, radio buttons, etc. References:

<https://community.pega.com/knowledgebase/articles/data-management-and-integration/86/creating-data-records>

QUESTION 3

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 4

In a purchase order case the vendor assigned might not respond to a customer query in the desired amount of time required by policy. The vendor must respond within the time required according to policy.

Both the vendor and customer should be notified at each milestone.



To satisfy this requirement, create a service level that specifies two of the following options. (Choose Two)

- A. Set the goal to be the required response time based on policy and send notifications to both parties.
- B. Set the deadline to be the required response time based on policy and send notifications to both parties.
- C. Set the deadline to be the desired response time based on policy and sends notifications to both parties.
- D. Set the goal to be the desired response time based on policy and send notifications to both parties.

Correct Answer: AB

To satisfy this requirement, you need to create a service level that specifies both A and B options. A service level is a rule that defines time intervals and actions for completing an assignment or resolving a case. A service level has two components: goal and deadline. The goal defines when an assignment or case should be completed ideally, while the deadline defines when an assignment or case must be completed at latest. You can also configure actions to perform at each component, such as sending notifications, escalating urgency, etc. References:

<https://community.pega.com/knowledgebase/articles/case-management/86/configuring-service-levels>

QUESTION 5

You are configuring an accident claim case for an automobile insurance company with two child cases as illustrated.



The requirement changes to allow the parent case to continue before the child cases resolve. How do you configure the Wait steps for this requirement?

- A. Configure the Wait step to continue the parent case when the child cases reaches audit or approval.
- B. Configure the Wait step to continue the parent case when the child cases reach the payment pending review status.
- C. Configure the Wait step so that only one child case must resolve before the parent case can continue.



D. Configure the Wait step so users can choose to continue the parent case process regardless of child case status.

Correct Answer: B

it allows the parent case to continue before the child cases resolve, as per the requirement. The Wait step can be configured to resume the parent case when a specific status is reached in the child cases, such as payment pending review.

This way, the parent case does not have to wait for the child cases to be fully resolved.

References: <https://academy.pega.com/library/87/pega-certified-business-architect-pcba-87v1> (Module 5: Case Hierarchy)

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