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DEMO
VERSION

(LIMITED CONTENT)

Questions
& Answers

Version: 8.0

Question: 1

when a customer submits a credit card dispute, the application connects to an external service to retrieve all transactions made by the customer. the external service returns transactions ordered by date of transaction, in a descending, chronological order. when a case worker reviews the dispute, the application displays the 10 most recent transactions.

if the case worker does not see the disputed transaction in the list, the case worker can search for additional transactions. the case. the case worker can filter search results on transaction date, the transaction amount or the merchant name the search results display the 10 most recent transactions that satisfy the filter criteri

a. the case worker cannot paginate through the results.

how do you configure the data page to satisfy all the requirements in the scenario?

A. create a node-level data page that uses a connector as its source.

B. create a thread-level data page with parameters that uses a connector as it source.

C. create a thread-level data page that uses a report definition as its source.

D. create a node-level data page with parameters that uses a report definition as its source

Answer: B

Question: 2

when a customer submits a credit card dispute, the application connects to an external service to retrieve all transaction made by the customer. the external service returns transactions ordered by date of transaction, in a descending, chronological order when a case worker reviews the dispute the application displays the 10 most recent transactions.

if the case worker does not see the disputed transaction in the list, the case worker can search for additional transaction the caseworker can filter search results on transaction date the transaction amount or the merchant name the search results display the 10 most recent transactions that satisfy the filter criteri

a. the case worker cannot paginate through the results.

how do you configure the response data transform to satisfy all of the requirements in the scenario?

A. configure the data transform to copy only the first 10 matching records to a page list property

B. configure the data transform to copy all of the records to a page list property

C. configure the data transform to copy all of the records to the data page

D. configure the data transform to use the first x pagination setting to copy only the first 10 results to the data page

Answer: C

Question: 3

you want to expose a set of services for your application. Each service should be exposed as a separate WSDL. How do you accomplish this?

- A. create a separate service package for each WSDL.
- B. create a service listener for each WSDL.
- C. Run the service wizard for each WSDL.
- D. place the service rules in separate classes, one class per WSDL

Answer: A

Question: 4

which two statements are correct with regard to inbound email processing? (choose two)

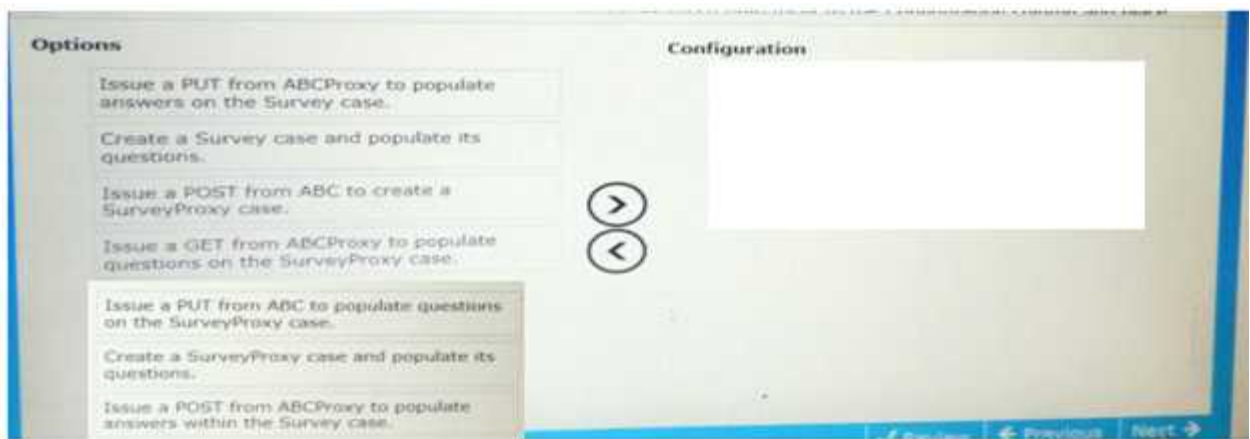
- A. an incoming email reply is linked to its original case by the case ID in the subject of the email.
- B. when creating a case from an email using the standard service activity, email attachments are automatically added as case attachments.
- C. custom configuration is required to handle automatic reply and delivery status notifications.
- D. if an email service executes an action, such as an approval, and the case is locked the email is queued and retried

Answer: B, C

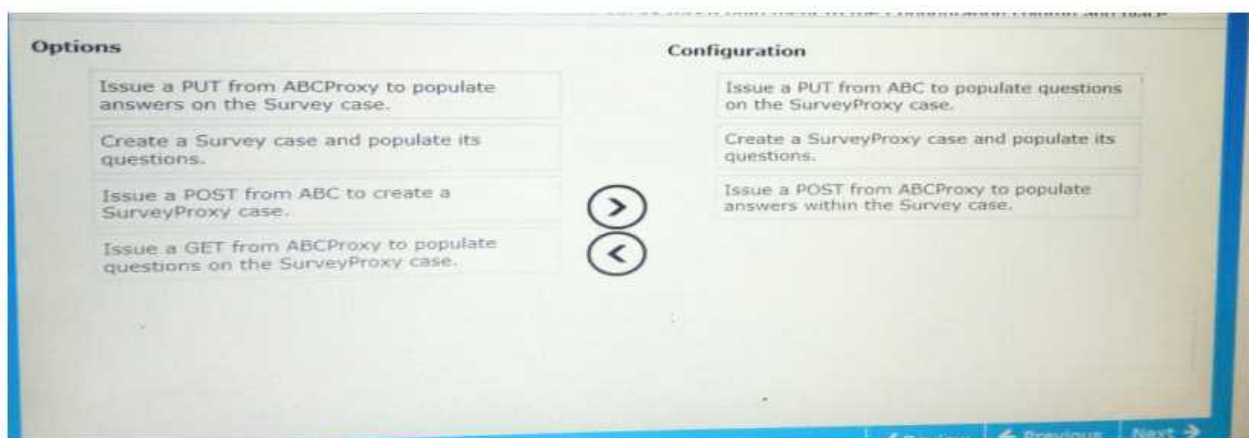
Question: 5

DRAG DROP

application ABC defines and creates survey cases based on a customer's profile. a second application, ABCproxy, is hosted in a cloud environment. the ABC proxy application creates a survey proxy case on demand from application ABC. The questions contained in the survey case are transferred to the survey proxy case. customers answer questions on the survey using the ABC proxy application. the completed survey information is passed back to the survey case created by application ABC. the company wants to use REST services to accomplish this interface. select and move the three options that are needed to satisfy the requirement to the configuration columns and place.



Answer:



Question: 6

users complain of difficulty creating a customer service request through facebook messenger. how do you address this issue?

- A. add approximate matches to the response commands for the channel.
- B. add approximate matches to the create case command (s) for the channel.
- C. change the text analyzer configured for the channel.
- D. add response commands to the channel

Answer: C

Question: 7

you are configuring authentication for a pega web mashup implementation.
how do you ensure the host system origin is trusted?

- A. in the authentication service JNDI binding parameters, specify the protocol, host, and port.

- B. in the authentication service specify the IACAuthverification activity
- C. in the application definition, specify the protocol, host, and port
- D. in the content security policy record specify the website as allowed

Answer: C

Question: 9

you need to format required fields with red labels. you configure a custom style in the skin rule.
how do you apply the custom style?

- A. reference the skin rule in the dynamic layout with the required field labels
- B. reference the skin in the required field labels.
- C. reference the custom style as a parameter in a dynamic layout.
- D. reference the custom style in the required field labels

Answer: D

Question: 10

how do you differentiate between satisfied and unsatisfied customers to provide an appropriate greeting for each customer in facebook messenger?

- A. configure a parallel process for each type of customer to return the appropriate greeting.
- B. Define both greetings and assign the appropriate intent to each one.
- C. define both greetings and apply a when rule to respond with the appropriate greeting.
- D. configure a channel for each type of customer to return the appropriate greeting

Answer: D

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