Pegasystems

PEGACPDC88V1 Exam

Certified Pega Decisioning Consultant 8.8 V1

DEMO VERSION (LIMITED CONTENT)

Questions & Answers

Version: 6.0

Question: 1

A volume constraint uses the Return any action that does not exceed
constraint mode. The following tables show the configuration of the volume constraints and the list
of customers in the outbound segment:

Volume Constraints

Key	Value	Maximum
Channel	SMS	2
Action	Silver card	1

Customers

Interaction ID	Action	Channel
CUST-01	Gold Card	Push
CUST-02	Gold Card	Email
CUST-02	Silver Card	Push
CUST-03	Platinum Card	Email
CUST-03	Diamond Card	SMS
CUST-04	Diamond Card	Direct Mail
CUST-05	Silver Card	SMS
CUST-05	Diamond Card	Push

The outbound run selects customers in the following order to apply the volume constraints: CUST-01,
CUST-02, CUST-03, and CUST-05.
Based on the configuration of the volume constraints for each channel, which offer does CUST-05
receive?

A. None
B. Silver card and Diamond card
C. Diamond card
D. Silver card

Answer: C

Explanation:

CUST-05 receives the Diamond card offer because it is the only action that does not exceed the

volume constraint for the email channel. The Silver card offer has already reached its limit of 2 emails per day, so it is not eligible for CUST-05. The volume constraint mode Return any action that does not exceed means that any action that meets the eligibility and suitability criteria and does not violate the volume constraint will be returned, even if there are other actions with higher priority or propensity. Verified Reference: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

Question: 2

A financial institution has created a new policy that states the company will not send more than 500 emails per day. Which option allows you to implement the requirement?

A. Suppression rules
B. Outbound channel limits
C. Applicability rules
D. Volume constraints

Answer: D

Explanation:

Volume constraints allow you to limit the number of times an action is presented to customers across one or more channels. You can use volume constraints to implement a policy that restricts the number of emails sent per day. Outbound channel limits are used to limit the number of customers contacted per channel per run, not per day. Suppression rules are used to exclude customers from receiving an action based on certain conditions, such as opt-out preferences or recent purchases. Applicability rules are used to determine whether an action is relevant for a customer based on their profile or context, not based on the number of times the action is presented. Verified Reference: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

Question: 3

Which of the following reasons explains why a customer might receive an action that they already accepted?

A. The action suitability conditions are not defined.
B. The volume constraint is not set to exclude previously accepted offers.
C. The suppression rules are not defined to exclude previously accepted actions.
D. The actions are filtered based on eligibility.

Answer: B

Explanation:

A customer might receive an action that they already accepted if the volume constraint for that action is not configured to exclude previously accepted offers. This option can be enabled by selecting the Exclude previously accepted actions checkbox in the volume constraint configuration. The action suitability conditions are used to determine whether an action is suitable for a customer based on their propensity, priority, or other criteria, not based on their previous responses. The

suppression rules are used to exclude customers from receiving an action based on certain conditions, such as opt-out preferences or recent purchases, not based on their previous responses. The actions are filtered based on eligibility before applying the volume constraints, so this option does not explain why a customer might receive an action that they already accepted. Verified Reference: Certified Pega Decisioning Consultant | Pega Academy, Volume constraints

Question: 4

HOTSPOT
U+ Bank's marketing department currently promotes various credit card offers by sending emails to qualified customers. The bank wants to limit the number of offers that customers can receive over a given period of time.
In the Answer Area, select the correct artifact you use to implement each requirement.

Requirement	Artifact
Do not send more than 500 email offers in the outbound run.	Volume constraints Outbound channel limits Suppression policy Suppression policy
Do not send more than two email offers to a customer in one month.	Volume constraints Outbound channel limits Suppression policy Suppression policy
Do not send any credit cards for ten days if a customer has clicked on a credit card five times in the last seven days.	Volume constraints Outbound channel limits Suppression policy Suppression policy
Do not send a credit card for ten days if the card was shown three times in the last seven days.	Volume constraints Outbound channel limits Suppression policy Suppression policy

Answer:

Explanation:

Answer Area

Requirement	Artifact
Do not send more than 500 email offers in the outbound run.	Volume constraints ▼
Do not send more than two email offers to a customer in one month.	Outbound channel limits ▼
Do not send any credit cards for ten days if a customer has clicked on a credit card five times in the last seven days.	Suppression policy ▼
Do not send a credit card for ten days if the card was shown three times in the last seven days.	Suppression policy ▼

Question: 5

An outbound run identifies 150 Standard card offers, 75 on email, and 75 on the SMS channel. If the following volume constraint is applied, how many actions are delivered by the outbound run?

> **Maximum 100 Daily with Channel: Action: StandardCard**	100 remaining	🔘	⋮
> **Maximum 75 Daily with Channel: Email**	75 remaining	🔘	⋮
> **Maximum 75 Daily with Channel: SMS**	75 remaining	🔘	⋮

A. 150
B. 75 emails 25 SMSes
C. 75 SMSes and 25 emails
D. 100

Answer: B

Explanation:

The outbound run delivers 75 emails and 25 SMSes for the Standard card offer because the volume constraint is set to limit the number of actions per channel per day. The email channel has a limit of 75 actions per day, so all 75 email offers are delivered. The SMS channel has a limit of 25 actions per day, so only 25 SMS offers are delivered. The remaining 50 SMS offers are not delivered because they exceed the volume constraint.

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