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PEGAPCSA84V1 Exam

Pegasystems Pega Certified System Architect (PCSA) 84V1 Exam

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DEMO
VERSION

(LIMITED CONTENT)

Questions
& Answers

Version: 4.0

Question: 1

How do you route an assignment so that any available member of the department can perform the task?

- A. Route the assignment to a work list.
- B. Route the assignment to the admin user ID.
- C. Route the assignment separately to all members.
- D. Route the assignment to a work queue.

Answer: A

Question: 2

HOTSPOT

In the Answer area, identify the type of data measured in each report.

Answer Area

<u>Report</u>	<u>Type of Data</u>	
	Business Data	Process Data
Deliveries per month versus damaged goods	<input type="radio"/>	<input type="radio"/>
Customer support cases handled per month	<input type="radio"/>	<input type="radio"/>
Profit margin by types of goods sold monthly	<input type="radio"/>	<input type="radio"/>
Sales training investment versus annual revenue	<input type="radio"/>	<input type="radio"/>
Average number of days for customer deliveries	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area

<u>Report</u>	<u>Type of Data</u>	
	Business Data	Process Data
Deliveries per month versus damaged goods	<input checked="" type="radio"/>	<input type="radio"/>
Customer support cases handled per month	<input type="radio"/>	<input checked="" type="radio"/>
Profit margin by types of goods sold monthly	<input checked="" type="radio"/>	<input type="radio"/>
Sales training investment versus annual revenue	<input checked="" type="radio"/>	<input type="radio"/>
Average number of days for customer deliveries	<input type="radio"/>	<input checked="" type="radio"/>

Question: 3

A purchase request list report includes columns for case ID and regional cost center. A manager wants the report to show the total number of purchase requests for each of the regional cost centers. How do you configure the report definition?

- A. Summarize the regional cost centers by count.
- B. Create a filter for each cost center and count the case IDs.
- C. Summarize the case ID column by count.
- D. Define a function for the cost center column to total the case IDs.

Answer: C**Question: 4**

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 and descends in order.

How do you design the report definition to support this requirement?

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

Answer: C

Question: 5

DRAG DROP

Select each Business Need on the left and drag it to the appropriate Service Level Agreement Interval on the right.

Business Need

An employee should submit the expense report within 24 hours of completing a trip.

An employee must submit the expense report within 48 hours of completing a trip.

An employee receives a reminder email every day until the expense report is submitted.

Answer Area

Business Need

Service Level Agreement Interval

	Deadline
	Goal
	Passed Deadline

Answer:

Business Need

Service Level Agreement Interval

An employee must submit the expense report within 48 hours of completing a trip.

An employee should submit the expense report within 24 hours of completing a trip.

An employee receives a reminder email every day until the expense report is submitted.

Deadline

Goal

Passed Deadline

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