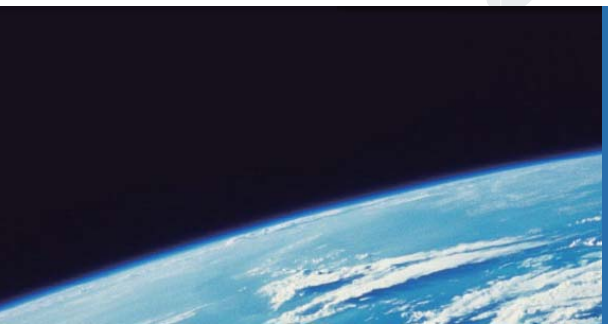

# ITTEST

## QUESTION & ANSWER

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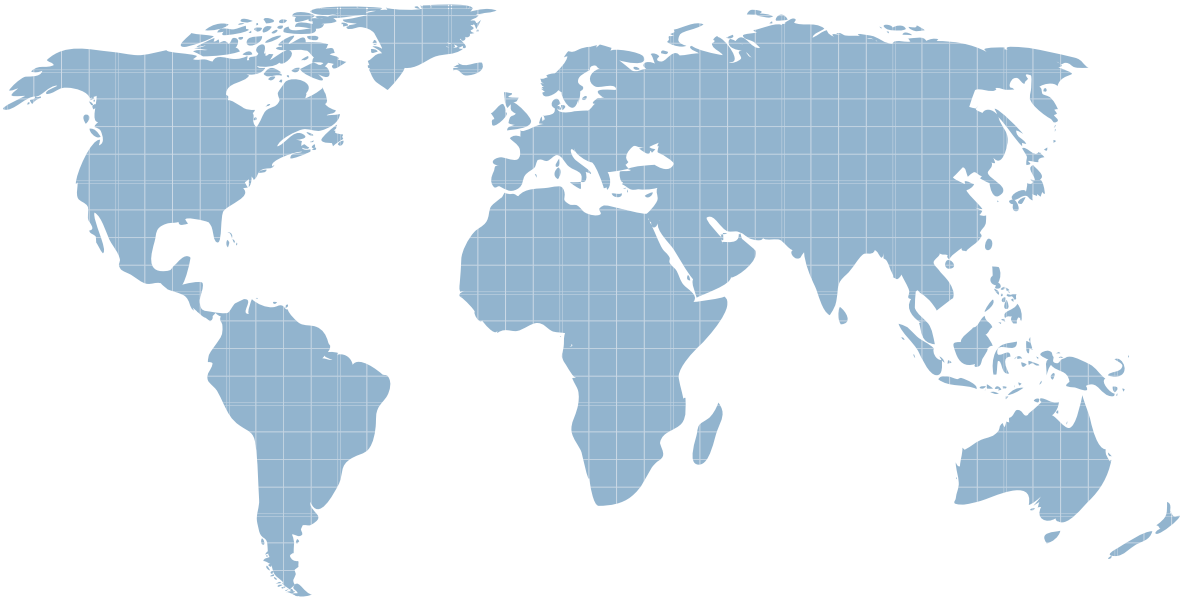

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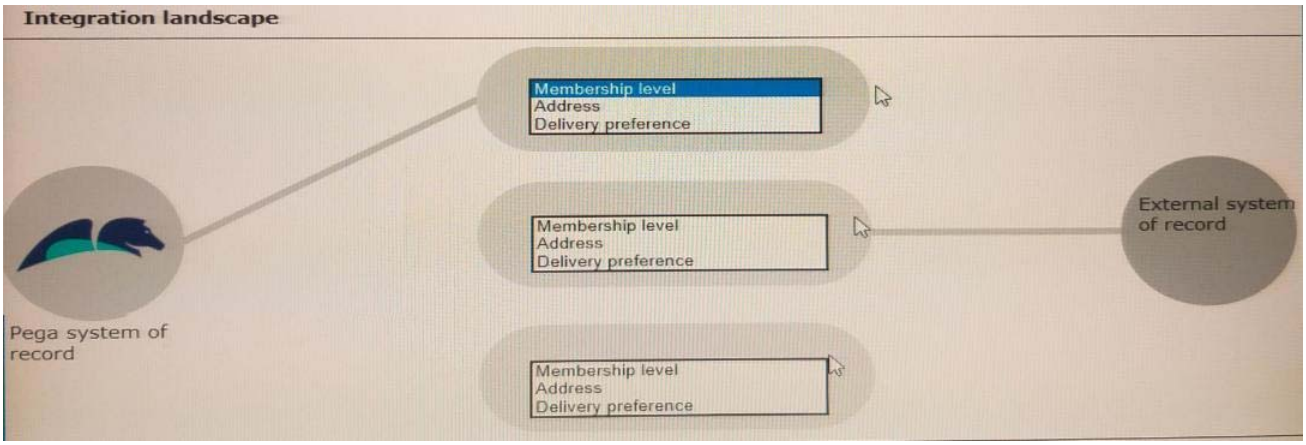
**Exam : PEGAPCBA84V1**

**Title :** Pega Certified Business Architect (PCBA) 84V1

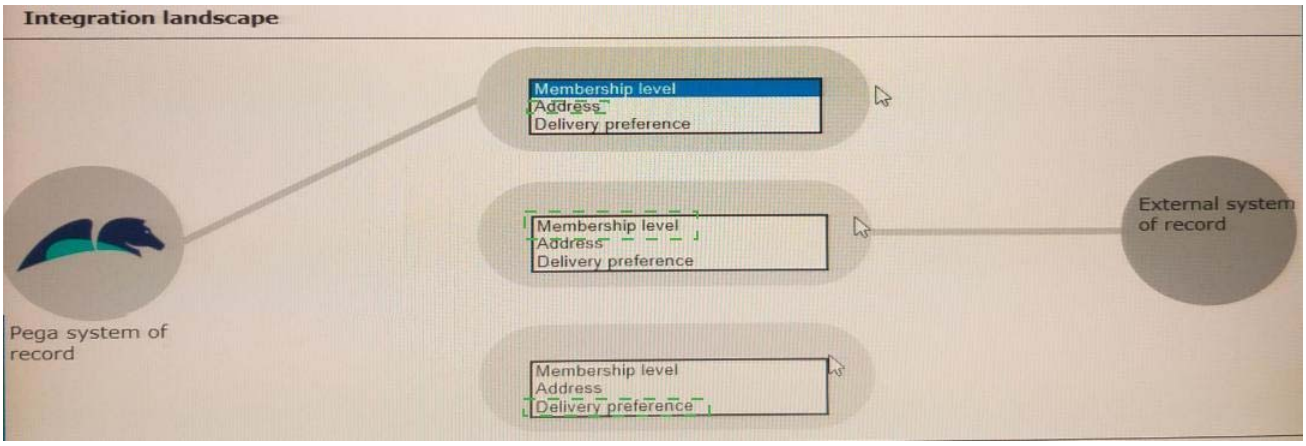
**Version :** DEMO

1.Consider the following user story:
As a customer, I want to be able to cancel an open service request at any time.
Select the configuration option that satisfies the user story.
A. Configure the Cancel button on the user views to resolve the case.
B. Add an alternate stage to the case life cycle.
C. Add a case wide action to the case workflow.
D. Add a stage-only action to each stage in the case workflow.
**Answer:** C

2.HOTSPOT
A shipping company uses a Pega application for order processing and fulfillment.
The Membership level locally-sourced data type indicates the membership level of the customer.
The Address data type is used to verify the customer-entered billing and shipping addresses against a comprehensive database of postal addresses.
The Delivery preference data type specifies whether the customer prefers the delivery person to call the customer or ring the doorbell when dropping off a package.
In the graphic below, choose the appropriate data type based on how it is sourced.




**Answer:**




3.A retail company wants to provide a tracking tool for customers to enter their order number and see the order status, package location, and estimated delivery date. A small number of customers have requested a visualization tool that allows them to see a map with the path their package has traveled.

Which option fits the scope for the minimum lovable product (MLP) based on Pega best practices?
A. A view that presents the order status and delivery date details
B. A view where the customer can enter their order number
C. A view that presents the order status, delivery date details, and a map with the path the package has traveled
D. A view that updates with order status and delivery date details when the customer enters the order number
**Answer:** D

4.A requirement states: When a customer applies for a credit card, a credit check must be completed in order for the credit card to be approved.
Select the case type relationship that satisfies the requirement.
A. Make credit check a spin-off case of credit card request.
B. Make credit card request a child case of credit check.
C. Make both loan request and credit check top cases.
D. Make credit check a child case of credit card request.
**Answer:** D

5.Apartment tenants submit maintenance requests that specify their name, address, request type, and request description. The apartment management company often receives multiple requests from a single address about the same issue. The company wants to identify duplicate maintenance requests that are submitted less than 30 days apart.
Which three configurations, when applied in combination on the Search duplicate cases step, achieve this goal? (Choose Three)
A. Configure the request type as a weighted condition.
B. Configure a time period for the request date as a weighted condition.
C. Configure the apartment address as a weighted condition.
D. Configure the apartment address as a basic condition.
E. Configure the tenant name as a basic condition.
**Answer:** A,C,E