Certified Senior System Architect (CSSA) 74V1

Exam A

QUESTION 1

A requirement states: *When a business guest checks out of a hotel, the guest must complete a hotel review to receive a corporate discount.*
Select the case type relationship that satisfies the requirement.

A. Configure checkout request as a child case of hotel review.
B. Configure both checkout request and hotel review as top-level cases.
C. Configure hotel review as a child case of the checkout request.
D. Configure hotel review as a spin-off case of the checkout request.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Consider the following scenario:
A customer files a fraud complaint. The complaint is investigated by a customer service agent.
• The customer service agent may request additional information from the customer.
• The merchant is notified and given 15 days to dispute the fraud claim.
• If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to their account. How do you name the step where the agent
  investigates the claim for fraud?

A. Investigate Fraud
B. Claim Investigation
C. Investigate Claim
D. Fraud Claim

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
A requirement states: *The tax identification number must contain 10 digits.*
How do you configure the field to support this requirement?

A. Use an edit validate rule that validates the tax identification number pattern.
B. Use a decimal property type and make the field required.
C. Configure a validate rule to test the tax identification number pattern.
D. Set the minimum and maximum values to "10" in a text field.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
An accident claim case creates a vehicle claim case for each vehicle involved in an accident.
Which two configurations prevent the accident claim case from resolving before all vehicle claims are resolved? (Choose Two)

A. Add a wait shape to the accident claim case to wait until all vehicle claims have a status of Resolved.
B. Add a manual approval step to the accident claim case.
C. Add an optional process to pause the accident case until the vehicle claims are paid.
D. Add each vehicle claim as a child case of the accident claim.
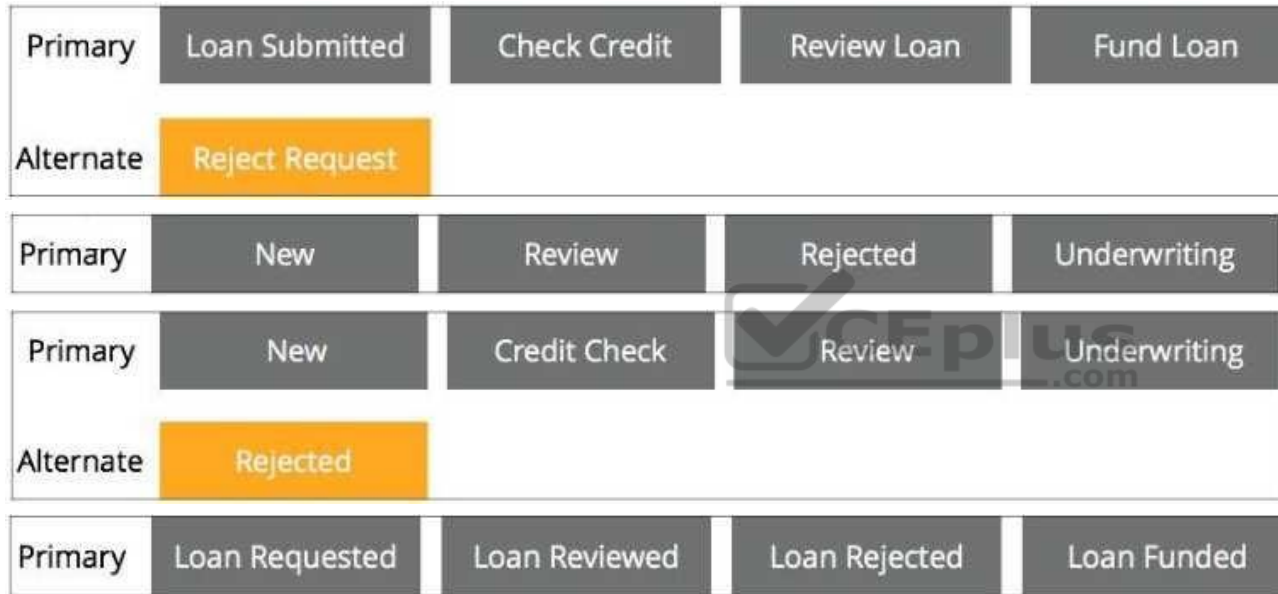
Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5

An applicant submits a loan request. The system validates information on the loan application and calculates the credit score of the applicant based on credit reports and the account history with the bank.

• If the credit score is unacceptable, the customer is notified of the result and the loan application is closed.

• If the credit is acceptable, the loan application is forwarded to a loan officer for review.

• If the loan officer approves the loan request, the loan application is sent to the underwriting department for processing.

• If the loan officer rejects the loan request, the customer is notified of the result and the loan application is closed.

Select the case life cycle design that most closely follows the guidelines for identifying and naming stages for the use case.

A.

Primary	Loan Submitted	Check Credit	Review Loan	Fund Loan
Alternate	Reject Request			

Primary	New	Review	Rejected	Underwriting

Primary	New	Credit Check	Review	Underwriting
Alternate	Rejected			

Primary	Loan Requested	Loan Reviewed	Loan Rejected	Loan Funded

B.
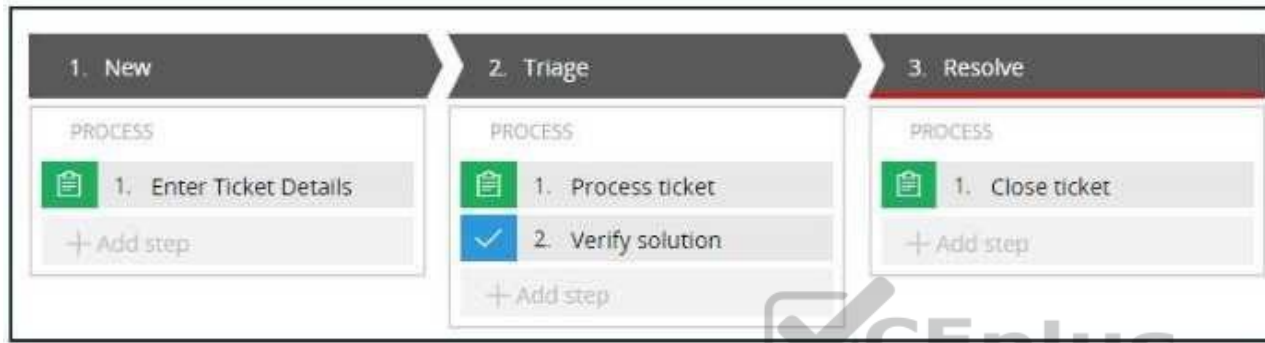
C.

D.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
A help desk ticket case type is defined as follows:

If the *Process ticket* step is configured to set the status to Pending-Triage, when is the status of the case set to Pending-Triage?

A. When the *Triage* stage completes
B. When the *Process ticket* step starts
C. When the *Process ticket* step completes
D. When *Verify solution* step starts

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
You are defining a user view for a loan application. If the loan applicant indicates there is an existing open account, the *Date account opened* must be before the current date.

Select the approach that meets the validation requirements.

A. Use a pick list control to verify the *Date account opened* is in the past.
B. Use a calendar control to verify the *Date account opened* is in the past.
C. Use a validate rule to verify the *Date account opened* is in the past.
D. Use a when rule to verify the *Date account opened* is in the past.

Correct Answer: B
Section: (none)
Explanation
Explanation/Reference:

QUESTION 8
In processing a parent case P-1, two child cases C-1 and C-2 are created.
Which of the following statements is correct about the processing of P-1, C-1, and C-2?

A. C-1 must be resolved before C-2 can be resolved.
B. Either C-1 or C-2 must be resolved before P-1 can be resolved.
C. P-1 must be resolved before either C-1 or C-2 can be resolved.
D. Both C-1 and C-2 must be resolved before P-1 can be resolved.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
The business process for an automobile insurance claim consists of the following phases:
• Submission: The customer contacts a customer service representative (CSR) to file the claim.
• Review: An adjuster reviews the claim, assesses the damages to each vehicle, and provides an estimate of the cost of repairs.
• Repair: A third party performs the repairs on each vehicle, communicating with the adjuster and customer as necessary.
• 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. Verification
C. Review
D. Repair

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
QUESTION 10
A company requires that patients receive status updates during processing of medical tests. Patients are not users of the application.
You create the work party for the patient as an instance of which class?

A. Data-Party-Person
B. Data-Party-Operator
C. Data-Party-Com
D. Data-Party-Org

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: http://rulepega.com/2316235/How-to-add-the-work-party-to-a-case-type

QUESTION 11
Which requirement is satisfied by configuring a service level agreement?

A. Requests from customers with elite status go to a dedicated work group.
B. Users are notified when they receive an assignment.
C. A transaction review is completed within 24 hours.
D. Transaction dispute cases are considered more urgent than address change cases.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
In a purchase request case type, you have the following requirement: *Purchase requests should automatically go to a manager of an employee.*
To meet this requirement, you design a case with a_____.

A. step that routes to the manager
B. change stage step to allow the employee to route to the manager
C. stage to route requests to the manager
D. process that routes to the manager

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
Which requirement can be implemented through circumstancing?

A. An application audits insurance claims that an insurance adjuster values at USD10000 or greater. Otherwise, the claim is approved.
B. An application establishes a goal of four hours to adjust claims for platinum customers. For other customers, the application establishes a goal of one business day.
C. An application sets the default shipping option for orders that exceed USD100 to two-day delivery. Otherwise, the default option is five-days delivery.
D. An application routes upgrade requests for US customers to one work queue, and requests for European customers to a different work queue.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: http://myknowpega.com/2017/06/25/what-is-circumstance-in-pega/

QUESTION 14
Users can access an apartment hunting application from different devices with different screen sizes. A screen displays the photos of available properties.
By default, the photos are displayed in three columns. When the screen width is less than 800 pixels, the photos should be displayed in two columns. How do you implement the screen for this requirement?

A. Circumstance the layout to display different number of columns at different screen sizes.
B. Use a dynamic layout with a responsive breakpoint at 800 pixels to change from inline-grid triple to inline-grid double format.
C. Use a column layout with a responsive breakpoint at 800 pixels to hide the left column.
D. Circumstance the section rule to display different number of columns at different screen sizes.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 15
Users can select a check box to subscribe to a messaging service. Selecting the check box displays a field for a user to enter a mobile phone number.

How do you configure the application to display a field for entering a mobile phone number only when the check box is selected?

A. Use a when condition in the flow to branch the flow based on case data.
B. Use a when condition in the UI form to determine whether to show the mobile phone number field.
C. Use a circumstance on the check box property to create a rule variant that is effective when the check box is selected.
D. Use a when condition in a data transform to determine whether to show the mobile phone number field.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16

Which of these options are typically configured on a dynamic layout? (Choose Two)

A. Number of columns in each row
B. Align columns and rows to present data in a spreadsheet
C. Label Positioning
D. Alignment of field values

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
QUESTION 17
You are implementing a UI form collecting job applicant information. Users must provide values to certain fields before submitting the form.
Which configuration adds asterisks to indicate the mandatory fields on the form?

A. Use multiple Validate rules for each mandatory field
B. Use a Validate rule to verify the mandatory fields have a value
C. Configure the mandatory fields as Required in the section rule
D. Use an Edit Validate rule to verify if each of the mandatory properties has a value

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
What are the minimum components of a user interface (UI) action set?

A. Two actions and one event
B. One action and one condition
C. One action, one event, and one condition
D. One action and one event

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Which three use cases demonstrate the Pega dynamic UI behavior? (Choose Three)

A. Automatically calculate order total when users change quantities.
B. Display a message upon form submission that a date field must be in the future.
C. Unmask a password field when users click an icon.
D. Display partner information fields when a screen loads for married applicants.
E. Display a shipping address section when users select the *Different than billing address* check box.

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
You configure an application to allow users to download a mobile app. When users select one of the three supported platforms (Android, iOS, or Windows Mobile), the application opens a new window pointing to the appropriate app store. How do you configure this behavior?

A. Add three check boxes and one button. For each check box, configure an action set with a click event to set the value of the URL. For the button, configure an action set with a click event to open the URL in a window.
B. Add one button and configure three action sets. In each action set, specify a click event and add an action that opens the vendor's URL in a window.
C. Add one button and configure one action set. In the action set, specify a click event with three actions to open each vendor URL in a window. Apply a when rule to each action to determine the correct URL.
D. Add a button for each platform and configure an action set for each button. In each action set, specify a click event and add an action that opens the vendor's URL in a window.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21

You are asked to build a report listing customer order cases with an Order Total value over USD10000 sorted by Creation date (pxCreateDate). The report should display the following three fields: Case ID (pyID), Customer ID, and Order Total. Which property or property combination should you optimize to improve performance?

A. Customer ID and Order Total
B. pxCreateDate and Order Total
C. pxCreateDate
D. Order Total

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22

A form listing nearby restaurants has four columns:
• Restaurant name
• Restaurant location
• Thumbnail image of the seating area
• Make reservation (check box)
You want to ensure that users have the information they need to make a reservation regardless of screen size. When viewed on a small screen, you do not need to display the images.
What three configuration steps do you take to support this requirement? (Choose Three)

A. Set the importance of the image column to Other.
B. Set the importance of the image column to Secondary.
C. Set the importance of the Restaurant name column to Primary. D. Set the importance of the Make reservation column to Primary.
E. Set the importance of the Restaurant name and Make reservation columns to Primary.
F. Set the importance of the Restaurant location and Make reservation columns to Secondary.

Correct Answer: ACF
Section: (none)

Explanation

Explanation/Reference:

QUESTION 23
You want to unit test a rule. To ensure that the rule executes as intended, you need to populate the clipboard with valid data.
Which two options allow you to populate the clipboard before testing the rule? (Choose Two)

A. Configure an assertion to define the required data.
B. Copy data from an existing clipboard page.
C. Configure a validate rule to populate the needed data.
D. Run a data transform to create the test page.
Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which two conditions do you test with a unit test? (Choose Two)

A. An application displays user views for 20 users within three seconds.
B. A property value is set correctly by a data transform.
C. An application is successfully migrated to a test system.
D. A data page populates without any errors.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
Reference: https://community.pega.com/sites/default/files/help_v731/rule-/rule-obj-/rule-obj-when/unit-testing-when-rule-tsk.htm

QUESTION 25
A data page holds product information and has the *Reload if Older Than* field set to 30 minutes.
The data page is created at 7:43. The user then performs the following actions:

▪ 8:10 the user refreshes the product information
▪ 8:45 the user refreshes the product information At
what time is the data page reloaded?

A. 8:45
B. 8:40
C. 8:13
D. 8:10

Correct Answer: B
Section: (none)
Explanation
Explanation/Reference:

QUESTION 26
You are configuring an application to process travel reservations. The reservation case creates child cases for each booking component: flight, hotel stay, and vehicle rental.
How do you update the total cost of the reservation as users update each child case?

A. Create and declare expression to update the reservation total when the cost of each component changes.
B. Define a case calculation to update the reservation total with the total of each child case.
C. Add the Update Case shape to the Reservation case type to capture changes to each component cost.
D. Configure the Create Case shape to propagate the total cost from each child case to the reservation.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A bookseller maintains a database of more than 10,000 book titles. You have been asked to configure a form that allows users to select a book by title.
How do you configure the form?

A. Add an autocomplete control and source the data using a data page.
B. Add an autocomplete control and source the data from the clipboard work page.

C. Add a drop-down control and source the data from the property value used in the control.

D. Add a drop-down control and source the data using a data page.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
How do you propagate data to a new child case in Pega Express?

A. Configure a case calculation to copy specified properties.

B. Configure the Create Case shape to copy specified properties.

C. Configure a data page to copy specified properties.

D. Configure the Update Case shape to copy specified properties.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference: https://community.pega.com/knowledgebase/articles/adding-create-case-step