

Pegasystems PEGACPSA25V1

Certified Pega System Architect 25

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Questions**

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Question: 1

Duplicate cases should be identified to:

- A. Increase workload
- B. Avoid redundant processing and improve efficiency
- C. Delete all cases
- D. Enhance UI design

Answer: B

Explanation:

Identifying duplicate cases prevents unnecessary work, reduces confusion, and improves data accuracy. It ensures that multiple users are not working on the same issue independently. This leads to better resource utilization, consistent outcomes, and improved customer satisfaction by avoiding repeated processing of identical requests.

Question: 2

Routing assignments using business logic allows:

- A. Static assignment only
- B. Dynamic routing based on conditions and rules
- C. Manual-only assignment
- D. Database-only processing

Answer: B

Explanation:

Business logic enables dynamic assignment routing based on conditions such as case data, user roles, or workload. This ensures tasks are automatically directed to the appropriate users or queues. It enhances efficiency, reduces manual intervention, and ensures that the right person handles the work at the right time.

Question: 3

A Service Level Agreement (SLA) primarily helps to:

- A. Store data permanently
- B. Control UI design
- C. Define deadlines, goals, and urgency for assignments
- D. Manage authentication

Answer: C

Explanation:

An SLA defines time-based expectations for assignments, including goal and deadline times. It automatically adjusts urgency to prioritize work and ensure timely completion. SLAs help organizations meet business commitments, improve efficiency, and highlight overdue tasks, enabling better workload management and service delivery performance.

Question: 5

A case lifecycle primarily defines:

- A. Database storage methods
- B. Stages and processes a case follows from creation to resolution
- C. User authentication steps
- D. External integrations only

Answer: B

Explanation:

A case lifecycle represents the structured flow of a case from initiation to completion. It defines stages, processes, and transitions, ensuring consistent handling of work. Proper lifecycle design improves automation, visibility, and control over business processes, enabling organizations to manage cases efficiently and deliver predictable outcomes.

Question: 6

Cascading approvals are used when:

- A. Only one approver is needed
- B. Approvals must occur sequentially across multiple levels
- C. No approvals are required
- D. Data validation is needed

Answer: B

Explanation:

Cascading approvals involve multiple levels of approval where each approver must approve before moving to the next. This is useful in hierarchical decision-making processes. It ensures proper governance, compliance, and accountability by involving appropriate stakeholders at each stage of the approval workflow.

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