Pegasystems

PEGACSA72V1 Exam

Certified System Architect (CSA) 72V1

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Version: 10.0

Question: 1

A company establishes a deadline to respond to customer inquiries. During the month of June, an increase in customer inquiries lengthens the average response time per inquiry beyond the established deadline. To address the issue, the company decides to lengthen the deadline until the end of August.
How do you satisfy this requirement?

A. Circumstance the process using theProperty and Dateoption, and specify a start date and end date for the case creation date.
B. Circumstance the service level using theTemplateoption, and create a circumstance definition with the start date and end datefor the extended deadline.
C. Circumstance the property used to record the due date for addressing the inquiry, and specify a start date and end date for the extended deadline.
D. Circumstance the service level using theProperty and Dateoption, and specify a start date and end date for the extended deadline.

Answer: D

Question: 2

While preparing to release an application, you notice a guardrail violation on an activity you wrote. The activity copies the content of a previous customer order to the current order. How do you address the guardrail violation?

A. Justify the warning, since an activity is required in this situation.
B. Replace the activity with a data transform to copy the content of the previous order to the current order.
C. Identify an API activity to use in place of the activity you wrote.
D. Ignore the warning if the compliance score is 90 or greater, since the application is considered ready for release.

Answer: B

Question: 3

DRAG DROP
Match each development task to the appropriate role.

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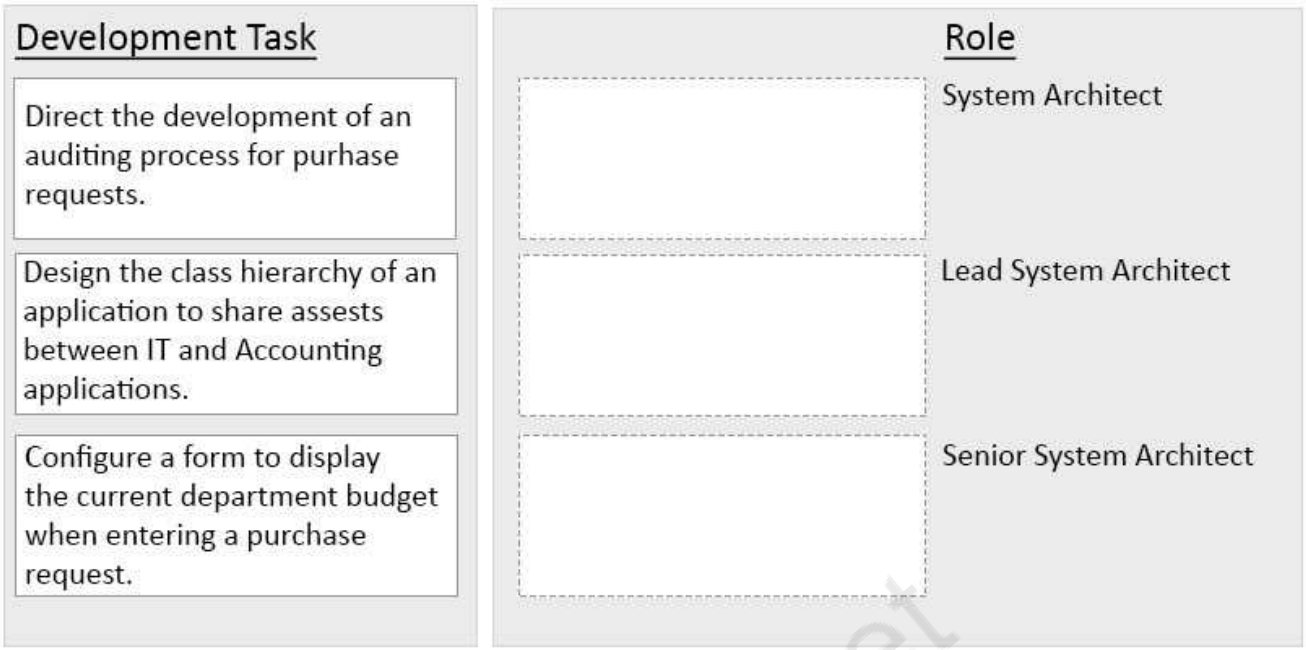
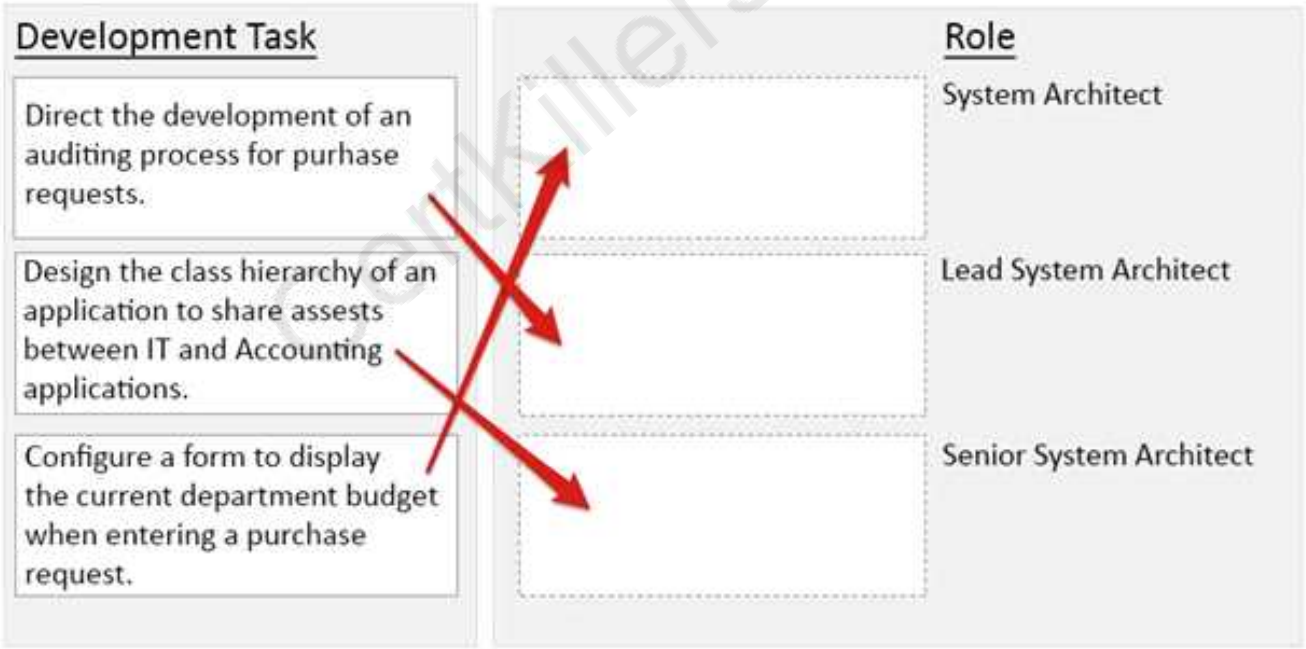


Answer:



Question: 4

In which situation does a case type for software upgrade requests reuse a rule through pattern inheritance?

A. The case type uses the approval section provided by Pega 7.

B. The case type uses an authorizationprocess used throughout the organization.
C. The case type uses the Data-Party-Operator class to describe a work party.
D. The case type uses a data type to describe the requestor.

Answer: B

Question: 5

Which issue is identified as a Guardrail violation?

A. A property in a report has not been optimized.
B. A decision table returns an invalid connector name to a flow.
C. An activity writes to the wrong clipboard page.
D. A decision tree contains a branch that cannot be reached.

Answer: A

Question: 6

On a service level, the passed deadline interval is measured from _____.

A. When a user begins the assignment.
B. When the assignment is ready for a user.
C. The end of the deadline interval.
D. The end of the goal interval.

Answer: C

s:

Question: 7

During a playback, you place a flow in draft mode to address which limitation?

A. Toprevent additional shapes from being added to the flow.
B. To avoid errors due to references to rules that do not yet exists.
C. To save an incomplete flow.
D. To allow users to choose decision outcomes if a decision rule is not yet available.

Answer: B

http://pegasystems2.http.internapcdn.net/pegasystems2/lrd_and_reference_docs/sae2_71ml6_StudentGuide_20141114.pdf(p.204)

Question: 8

You are developing a purchase application that integrates with an external inventory management

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system. A _____ allows you to build the interface so that Pega can request information from the inventory management system.

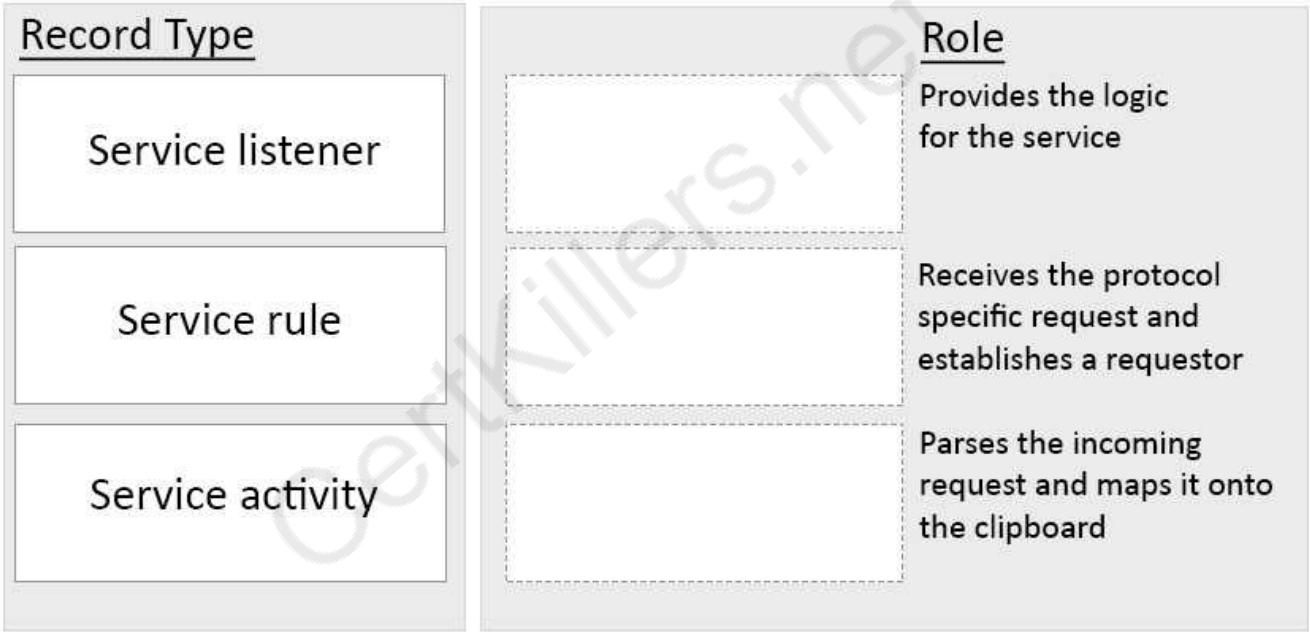
A. Report Definition
B. data page
C. service
D. connector

Answer: D

Question: 9

DRAG DROP

Match each service record type to the correct role in processing an incoming request.



Answer:

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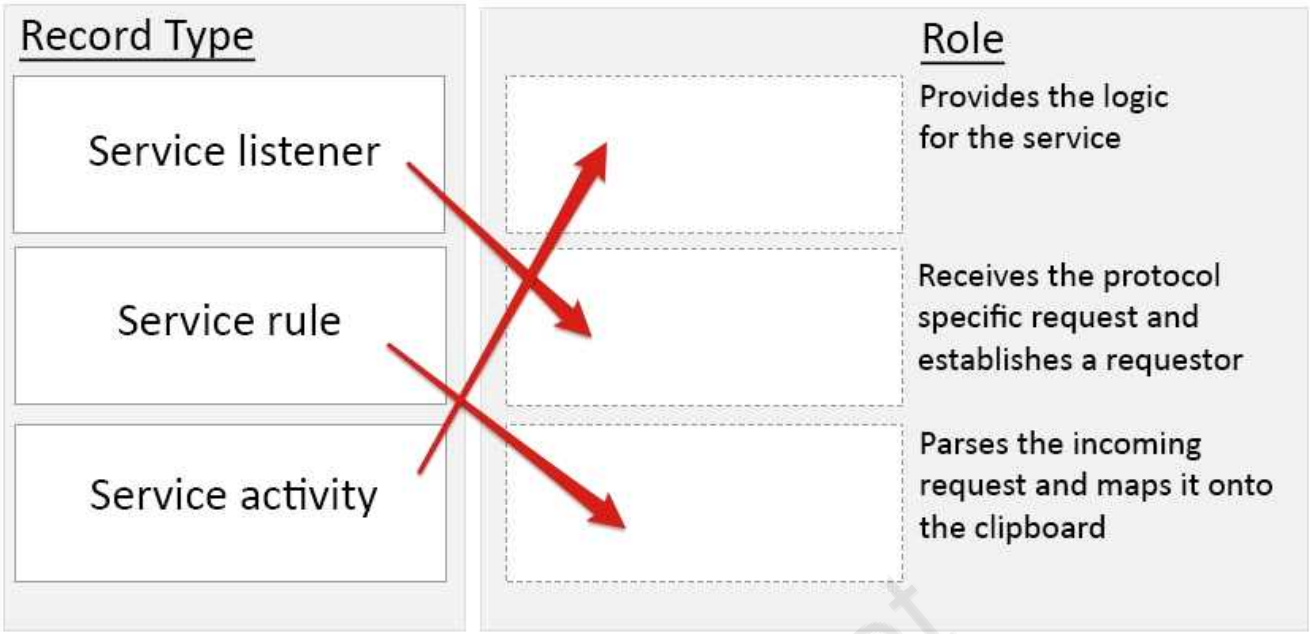

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