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Q&A

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Exam : **PEGACPSA25V1**

Title : Certified Pega System Architect 25

Version : DEMO

1.Which of the following elements must be defined when designing a case lifecycle in Pega?
A. Stages, processes, and steps
B. Work queues, routing, and reporting
C. SLA timing, notifications, and escalations
D. Data pages, connectors, and integrations
Answer: A
Explanation:
A case lifecycle consists of stages, processes, and steps that define how a case progresses. Stages represent major phases, processes group related actions, and steps are tasks within a process. Proper case design ensures scalability and maintainability.

2.Which Pega feature allows you to set statuses for a case at different stages?
A. Case Type Designer
B. Flow Actions
C. Data Transform
D. Declare Expressions
Answer: A
Explanation:
The Case Type Designer enables defining case statuses at different stages. It allows setting default statuses when a case enters a stage, ensuring clarity in workflow tracking and reporting.

3.In Pega, when should you add an instruction to a task?
A. To guide users on what needs to be done at a step
B. To enforce business rules automatically
C. To override default SLA urgency values
D. To control routing logic for work assignments
Answer: A
Explanation:
Instructions in tasks provide guidance to users on what actions need to be taken. They help ensure consistency in case processing by giving clear directions without affecting workflow automation or decision logic.

4.Which of the following correctly describes the role of a Service Level Agreement (SLA) in Pega?
A. SLAs define user access levels for a case
B. SLAs help track and enforce processing time limits
C. SLAs determine the role of a user within a case
D. SLAs automatically create new cases when a deadline is missed
Answer: B
Explanation:
A Service Level Agreement (SLA) enforces time-based performance goals by setting urgency levels and defining actions if goals are not met. It ensures cases are completed within specified timeframes.

5.Which SLA configuration parameter determines how important a case is compared to others?
A. Deadline

B. Goal
C. Urgency
D. Passed Deadline
Answer: C
Explanation:
Urgency defines how critical a case or assignment is. It is used for prioritization and escalations, ensuring high-priority work gets completed promptly. SLAs dynamically adjust urgency based on case progression.