

Vendor: Pegasystems

Exam Code: PEGACCA

Exam Name: Certified CPM Architect (CCA) Exam

Version: DEMO

QUESTION 1
Which of the following is NOT a valid knowledge topic content type. (Choose One)

A. File
B. Activity
C. HTML
D. URL
E. Authored

Answer: C

QUESTION 2
Which of the following statements about CPM Knowledge content is true? (Choose One)

A. Can be directly associated to a flow/flow action
B. Can be suggested based on logic
C. Can reference content that is stored on external systems
D. Is available via CPM portal search functions
E. All of the above

Answer: E

QUESTION 3
To specify the numeric scoring values for a question within a quality review or customer satisfaction survey, choose one componet you would configure. (Choose One)

A. A map value rule
B. A decision tree or decision table rule
C. The CPM survey rule form

Answer: C

QUESTION 4
To configure the CPM interaction goal value, you would _____. (Choose One)

A. Modify the Interaction Driver rule
B. Modify the Intent When rule linked to the Interaction Driver
C. Modify the interaction goal Decision Table
D. Modify the SLA rule for the interaction class

Answer: C

QUESTION 5
The purpose of a CPM quality review is to _____. (Choose One)

A. Assess system health and performance
B. Assess CSR performance in handling a customer request
C. Analyze historical workflow accuracy

D. Assess end user feedback on workflow screens

Answer: B

QUESTION 6
Which one of the following is a benefit of interaction goal processing within CPM? (Choose One)

A. Deliver customer service that is personal and tailored to the customer and situation
B. Route interactions to the user that is best able to handle the customer request
C. Automates manual tasks for better straight-through processing of requests

Answer: A

QUESTION 7
Which one of the following CANNOT be configured using the CPM Configuration Tools Wizard? (Choose One)

A. Dialog scripts
B. Suggested processes
C. Coaching tips
D. Association of knowledge content to a user screen

Answer: B

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