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Q&A

Exam : **PEGACCA**

Title : Certified CPM Architect
(CCA) Exam

Version : Demo

1.True or False, Flow-action-based dialog requires that a dialog rule be referenced from the assignment and flow action within the workflow diagram.
A. True
B. False
Answer: B

2.True or False, For each individual CPM service item type, you can choose whether to use flow action-based dialog or assignment-based dialog.
A. True
B. False
Answer: B

3.Which of the following is NOT a best practice in CPM dialog management _____? (Choose One)
A. Dialog rules should be contained in a separate RuleSet from other configuration such as flows and flow actions
B. Dialog scripts should contain "what to say"; not "what to do"
C. Dialog scripts should include references to customer data
D. CSRs should be encouraged to configure personal dialog scripts
Answer: D

4.Which of the following would you configure in order to specify the subset of properties that can be included within dialog scripts. (Choose One)
A. Interaction driver rule
B. Decision table rule within the dialog class
C. Data source rule
D. Map value rule within the dialog class
Answer: C

5.Which of the following is a best practice for design of the CPM composite area? (Choose One)
A. Data that is visible in the composite should never be repeated/duplicated in service item flow actions
B. Sections within composite tabs should allow for data edit/update
C. Composite tabs should be conditionally displayed based on the customer
Answer: C