Pegasystems
PEGACPCSD24V1
Certified Pega Customer Service Developer (CPCSD)

Questions&AnswersPDF

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Question: 1

What are the advantages of using cloud storage over traditional on-premises storage?
(Choose Three)
Response:

A. Scalability
B. Physical security
C. Accessibility
D. Cost-effectiveness
E. Limited storage capacity

Answer: A,C,D

Question: 2

Which Pega feature facilitates data integration by defining a common structure for data exchange?
Response:

A. Data Pages
B. Data Transforms
C. Integration Designer
D. Connectors

Answer: C

Question: 3

How does Pega's Direct Capture of Objectives (DCO) enhance the application development process?
Response:

A. By reducing the need for developer input
B. By ensuring that business objectives are captured directly and accurately
C. By eliminating the need for testing
D. By focusing solely on technical requirements

Answer: B

Question: 4

What is an advanced technique for improving user experience in web applications?
Response:

A. Using static HTML without any interactivity
B. Implementing personalized user journeys using data analytics
C. Disabling keyboard shortcuts
D. Removing responsive design features

Answer: B

Question: 5

Which activities are integral to Pega's approach to application development?
(Choose Three)
Response:

A. Direct Capture of Objectives (DCO)
B. Implementing ad-hoc workflows
C. Utilizing agile methodologies
D. Conducting automated testing
E. Relying on manual code reviews

Answer: A,C,D

Question: 6

In Pega, what are some configuration options available to enhance service request processing?
(Choose Three)
Response:

A. Setting up service level agreements (SLAs)
B. Defining access control levels
C. Customizing user avatars
D. Automating task assignments
E. Enabling real-time collaboration tools

Answer: A,B,D

Question: 7

Which best practice is essential for efficient case creation in Pega Customer Service?
Response:

A. Custom coding for each new case
B. Using predefined templates
C. Manual assignment of cases
D. Ignoring duplicate case detection

Answer: B

Question: 8

Which feature is critical when configuring Messaging AI in Pega?
Response:

A. Setting up rule-based responses
B. Defining custom AI models
C. Integrating email plugins
D. Customizing user interface themes

Answer: B

Question: 9

How can Messaging AI be configured to improve customer service in Pega?
Response:

A. By setting up manual response rules
B. By defining custom AI models
C. By disabling automated workflows
D. By integrating with social media

Answer: B

Question: 10

In what way do Case Types interact with entities in the Common Data Model?
(Choose Two)

Response:

A. Case Types define workflows that interact with entities
B. Case Types are unrelated to entities
C. Case Types provide security layers for entities
D. Case Types utilize entities to store case-specific data

Answer: A,D