

Pegasystems PEGAPCDC87V1

Certified Pega Decisioning Consultant (PCDC) 87V1

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Question: 1

When a customer is offered an action that they already accepted, this is because_____.

- A. the strategy is not customized to exclude previously accepted offers
- B. there are no suppression rules defined
- C. the actions are filtered based on eligibility
- D. the customer intent was captured incorrectly

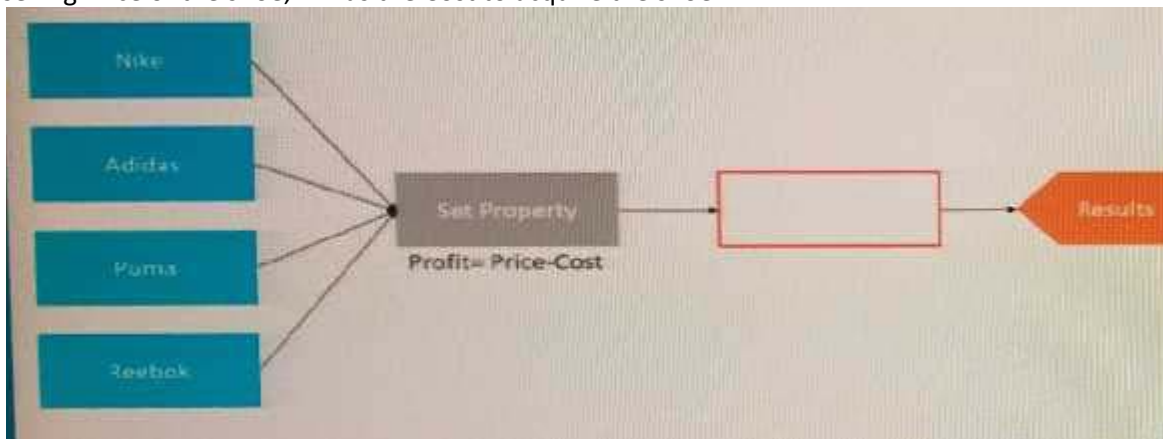
Answer: A

Explanation:

- ❑ Identify the issue: When a customer receives an offer they have already accepted, it suggests that the decision strategy did not consider previous interactions.
- ❑ Check strategy customization: Strategies in Pega CDH can be customized to include rules that prevent the same offer from being presented again.
- ❑ Confirm the exclusion of previous offers: Specifically, you need to ensure that there is a suppression rule or a logic to check the Interaction History to exclude previously accepted offers.
- ❑ Reference: Refer to the section on "Next-Best-Action Designer constraints" and "Engagement policies" in the Pega Customer Decision Hub User Guide. These sections explain how to configure rules to prevent repetitive offers❑.

Question: 2

The following decision strategy outputs the most profitable shoe a retailer can sell. The profit is the selling Price of the shoe, minus the Cost to acquire the shoe.



The details of the shoes are provided in the following table:

Action	Price	Cost	Profit
Nike	\$69	\$59	\$10
Adidas	\$65	\$45	\$20
Puma	\$85	\$65	\$20
Reebok	\$75	\$50	\$25

According to the decision strategy, what is the output of component in the blank space highlighted in red?

- A. Nike, Adidas, Puma, Reebok
- B. Reebok, Puma, Adidas, Nike
- C. Reebok
- D. Nike

Answer: C

Explanation:

☐ Understand the strategy objective: The decision strategy is designed to output the most profitable shoe.

The profit is calculated as Profit = Price - Cost.

☐ Evaluate the provided data:

Nike: Profit = \$69 - \$59 = \$10

Adidas: Profit = \$65 - \$45 = \$20

Puma: Profit = \$85 - \$65 = \$20

Reebok: Profit = \$75 - \$50 = \$25

☐ Determine the most profitable shoe: According to the calculations, Reebok has the highest profit (\$25).

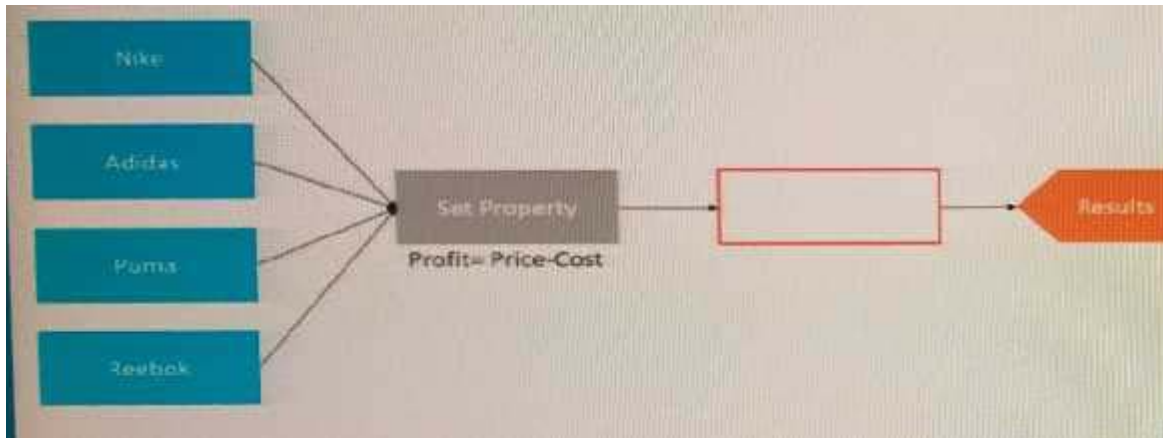
☐ Fill in the blank: Therefore, the output of the component in the blank space highlighted in red should be Reebok, which has the highest profit.

☐ Reference: The strategy design and output decision rules are outlined in the sections on "Understanding

Next-Best-Action Designer arbitration" and "Next-Best-Action strategy framework components" in the Pega Customer Decision Hub User Guide☐.

Question: 3

The following decision strategy outputs the most profitable shoe a retailer can sell. The profit is the selling Price of the shoe, minus the Cost to acquire the shoe.



The details of the shoes are provided in the following table:

Action	Price	Cost	Profit
Nike	\$69	\$59	\$10
Adidas	\$65	\$45	\$20
Puma	\$85	\$65	\$20
Reebok	\$75	\$50	\$25

What is the number of outputs that each component has?

- A. Set-Property=1, Results=4
- B. Set-Property=4, Results=4
- C. Set-Property=1, Results=1
- D. Set-Property=4, Results=1

Answer: B

Explanation:

Set-Property Component: This component performs the calculation of profit for each of the four brands (Nike, Adidas, Puma, Reebok). Since the Set-Property component is configured to calculate profit for each brand individually, it processes four inputs, resulting in four outputs.

Reference: Pega Decisioning and Strategy documentation indicates that each input passing through the Set-Property component results in a corresponding output, reflecting the application of the defined operation to each input.

Results Component: This component collects the outputs from the Set-Property component and simply passes them through, leading to four outputs.

Reference: Based on the decision strategy framework, the Results component consolidates the outputs from the prior component and maintains the count of outputs it receives.

Thus, both components handle and produce outputs corresponding to each brand processed, which are four in total

Question: 4

U+ Bank uses a scorecard rule in a decision strategy to compute the mortgage limit for a customer. U+

Bank updated their scorecard to include a new property in the calculation: customer income.
What changes do you need to make in the decision strategy for the updated scorecard to take effect?

- A. Remap the scorecard property in the decision strategy for the change to take effect.
- B. Add a new Group By component for the mortgage limit calculation.
- C. The score calculation is independent of the strategy and no change is required.
- D. A new proposition filter needs to be configured in the strategy to filter on customer income.

Answer: A

Explanation:

Updating Scorecard in Decision Strategy: When a scorecard rule is updated to include a new property such as customer income, it is essential to reflect this change in the decision strategy. The scorecard properties must be correctly mapped to ensure the new calculations are utilized.

Reference: According to Pega's guidelines for integrating scorecard updates within decision strategies, any changes in the scorecard attributes require remapping within the decision strategy to ensure the new data is correctly processed and utilized in decision-making.

Question: 5

To reference a customer property in a strategy, you need to prefix the property name with the keyword_____.

- A. "."
- B. "Customer."
- C. "Data."
- D. No prefix. Use directly the property name.

Answer: B

Explanation:

Referencing Customer Properties: In Pega decision strategies, customer properties are accessed by prefixing the property name with "Customer." This convention helps in clearly identifying the context of the properties being used.

Reference: Pega documentation on strategy configuration and property referencing confirms that "Customer." is the standard prefix used to access customer-specific properties within strategies.

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