

## Pegasystems

*PEGACPCSD23V1*

*Certified Pega Customer Service Developer (CPCSD)*

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# Latest Version: 6.0

## Question: 1

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: 2

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: 3

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**

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### Question: 4

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: 5

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**

### Question: 6

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**

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### Question: 7

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: 8

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: 9

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: 10

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

Response:

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

<b>Answer: B</b>
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