VASAVI COLLEGE OF ENGINEERING *(Autonomous)*, HYDERABAD
B.E. III Year II-Semester Main Examinations, May-2018

Finishing School-IV : Technical Skills (PEGA)

Time: 3 hours   Max. Marks: 70

Note: i) Answer ALL questions. Each question carries one (1) mark.
ii) Chose the correct alternative (a, b, c or d) and write in appropriate box of the answer sheet.

1. Customer Service Representative(CSR) of an Online sales company initiates the cases based on the complaints received by their customers. Fraudulent cases should be given high priority than other complaint cases. As a Pega developer, you need to create complaint cases and assign initial urgency to them as and when required. How will you implement this functionality?

    a) Set .pxUrgencyWork to higher value for the fraudulent case and default value for other cases
    b) Set .pxUrgencyWorkItem to higher value for fraudulent case and default value for other cases
    c) Use local action, which increases the value of .pyUrgencyAssignAdjust
    d) Set same .pxUrgencyWork value for both type of cases

2. In a bus ticket reservation system, the user can book the tickets for their travel plans.

    The system provides an option for the user to book tickets for both sides (to and fro) at once. Whenever the user wants to book the tickets for both the sides, the system should calculate the 10% discount automatically.

    Which rule we need to use to calculate the discount?

    a) Use Data Transform rule to calculate the discount
    b) Use Declare Expression rule to calculate the discount
    c) Use when rule to calculate the discount
    d) Use pyDefault Data Transform rule to calculate the discount

3. You are developing a Loan application in Pega. While filling the loan application form, the customers may be asked whether they have the account in the same bank. If the customer says yes, then the system should allow the user to enter the Account number and Branch Name. How do you configure this requirement?

    a) Use Visible when Condition to hide or display data fields
    b) Use Declare expression to hide or display data fields
    c) Use Action set to hide or display data fields
    d) Use validate rule to hide or display data fields

4. The _____ ensures business and IT stakeholders share a common understanding of the business requirements.

    a) Model based application development   b) Model Driven application design
    b) Directly Capture of Objectives   d) Situation Layer Cake

5. The stages are further organized into _____ which define one or more paths the case must follow.
    a) Cases   b) Steps   c) Processes   d) Sub stages

6. The number of stages limited for a specific case is _____
    a) 7 plus or minus 2   b) 5 plus or minus 2   c) 7 stages   d) 5 stages

7. You are developing a Hotel booking application in Pega. One of the requirements is that, when the customer is booking the room, if the number of days of stay is more than 10 days then the hotel manager needs to approve before confirming to the customer. How do you implement this requirement?

    a) Route the work to the current user   b) Route the work to the specific user
    c) Route the work to the work Queue   d) Route the work to the work group

8. In a Banking Application, when a customer is requesting a new cheque book, the request must be processed within 2 to 3 days from the date of request. How do you implement this requirement?

   a) Configure an SLA, set the goal as 1 and deadline as 2 days
   b) Configure an SLA, set the goal as 2 and deadline as 3 days
   c) Configure an SLA, set the goal as 2 and deadline as 5 days
   d) Configure an SLA, set the goal as 3 and deadline as 2 days

9. You are developing a Loan application in Pega. When the customer is applying for the loan, the customer need to select the type of the loan from the available list.

   What would be the data type for the data element to fulfill the above requirement?

   a) Text   b) Pick List   c) String   d) Auto Complete

10. The initial urgency value for a case is 10. The SA has configured an SLA for the case, where the Goal is 3 day and Deal Line is 4 Days, the increase in urgency value for both goal expiry and dead line expiry is set to 15.

   A case type is created on 8-Jan-2018 at 9:00 AM, what will be the urgency value of the case if it is not yet resolved by 12-Jan-2018 at 4:00 PM? Assume that there is no default urgency.

   a) 10   b) 25   c) 40   d) 30

11. _____ is the process of collecting, analyzing, refining, and prioritizing product requirements, and then planning for their delivery.

   a) Requirements management   b) DCO Session management
   c) Situational Layer Cake   d) Model Driven application design

12. While designing the life cycle of an online bus ticket booking application, once the user enters the number of seats to book, The System Admin will either approve or reject the booking based on the seats availability. The rejection information needs to be sent to the user. How would you implement the rejection of ticket booking?

   a) Configure it as Alternate stage   b) Configure it as next stage in the happy path
   c) Configure it as Local action   d) Configure it as Optional Process

13. The difference between an optional process and the other processes in a case is_____.

   a) No Difference
   b) The user determines when the optional process is to be executed. Other processes will execute as part of the case life cycle.
   c) The user determines when the other process is to be executed. Optional processes will execute as part of the case life cycle.
   d) Optional process must always be executed by the user explicitly while running the case.

14. A company requires that their employees must submit a record of their hours worked within two days by the end of work week. This record of hours worked, called a time sheet, allows the Payroll department to credit the employee for hours worked during the week.

   Until an employee submits their time sheet, the Payroll department cannot pay the employee. To ensure that the employee is paid properly, the company must send reminders to employees to submit their time sheet, even after the deadline is reached. Which of the following can be used to model this behavior?

   a) Goal   b) Deadline   c) Passed Deadline   d) Crossed Deadline

15. In an Online bus ticket booking application, A declare expression uses the properties SeatCost and NoOfSeats to calculate the value of the property AmountToPay. Which of the below is the correct expression to perform the task?

   a) SeatCost * NoOfSeats = AmountToPay
   b) SeatCost * .NoOfSeats = .AmountToPay
   c) AmountToPay = .SeatCost * .NoOfSeats
   d) AmountToPay = SeatCost * NoOfSeats

6. In an online grocery stores application, the users need to register to the application by providing few of the details like First Name, Last Name, Contact Number (Primary, Secondary), Email ID and Address.

On successful completion of registration, the system will automatically send a message to the Primary contact number. Which of the below statements is correct to retrieve the Primary Contact Number?

a) ContactNumber("Primary")   b) ContactNumber(Primary)

c) ContactNumber(0)   d) ContactNumber(1)

17. An Auto Insurance application has a top-level case type "Accident Claim" and "Vehicle Damage" is a child case type for "Accident Claim". The "Accident Claim" information needs to be passed to the "Vehicle Damage" case.

Which of the following will allow you to implement the above requirement?

a) Data Page   b) Declare Expression

c) Data Propagation   d) We can't copy the data from once case to another

18. You are developing an application in Pega. The Application Guardrails landing page displays the compliance score as 89. What does the compliance score indicate?

a) Your application is in good standing

b) Your application needs review for improvement

c) Your application requires immediate action

d) That is the maximum possible compliance score

19. You are developing an application in Pega. To increase the compliance score you either resolve or justify the rule warning. Which of the below rule warnings can't be resolved?

a) Data Transform Rule   b) Declare Expression Rule

c) Activity Rule   d) Flow Action Rule

20. Which of the below listed properties can be defined as a data type in the data explorer first and then used in the case as required?

a) Employee Code   b) Account Number   c) Product Details   d) Product Name

21. In an Online Pizza Order Application, the user submits the form requesting for the set of Pizza's. The order details are stored in a property "OrderedItems" which contains PizzaName, Size, and PizzaCost for each pizza ordered. Assume that the customer has ordered 5 items.

Which of the below listed will help you to retrieve the 3rd item ordered?

a) .OrderedItems[2]   b) .OrderedItems(2)

c) .OrderedItems[3]   d) .OrderedItems(3)

22. In an Application you are referring to a property as .Address(Office).CityName.

The property type of Address is _____

a) Page   b) Page Group   c) Page List   d) Value Group

23. Jobseekers.com is an application designed using Pega. The Jobseekers need to fill up the forms for job applications. While filling the form, in one of the steps, the system will ask the user to enter the Residence Address and Permanent address. If the user selects that residence and permanent addresses are same, the system should copy the residence address values to permanent address.

How do you implement the above requirement?

a) User has to manually type Permanent address as the value can't be copied from one property to another

b) Use Declare expression to copy the address

c) Use Data Transform to copy the address

d) Use Data Propagation to copy the address

24. In a LeaveRequest case, the Leave Start Date field should default to system date. The employee can further change the Leave Start Date. How do you implement this requirement?

    a) Create a data transform to set the Leave Start Date to system date

    b) Use pxDefault Data transform to set the Leave Start Date to system date

    c) Use pyDefault Data transform to set the Leave Start Date to system date

    d) Use pzDefault Data transform to set the Leave Start Date to system date

25. Backward Chaining in a declare expression means that a target property is not automatically updated when other declare expressions in a network update their target values.

    a) True   b) False

26. Which of the below listed is a Backward chaining option?

    a) Whenever Inputs change   b) Whenever used

    c) When applied by a rule collection   d) When invoked procedurally

27. Data propagation is not limited to sub cases. It can also be propagated to spin-off cases. (True / False)

    a) False   b) True

28. An online ticket booking application displays the list of trains available between source and destination. User can select more than one train from the list to check the availability of the tickets in those trains. When the user processes the case, the system should loop through the list of trains selected by the user and propagate only those trains to the child case to check for the availability of tickets. How would you implement this requirement?

    a) User Declare expression to propagate only the selected trains from the list

    b) Use Data transform to propagate only the selected trains from the list

    c) Use When rule to propagate only the selected trains from the list

    d) Use Data Propagation to copy all the trains from the list

29. The _____ tool allows you to review the information currently available in memory.

    a) Live UI   b) Clipboard   c) Pega Express   d) Tracer

30. On the clipboard, the current case data is stored in_____

    a) Data Page   b) pyWorkPage   c) pyWorkCover   d) Embedded Page

31. Onboarding is a parent case of Benefits Enrollment case type. Where do you find the information of onboarding case in the clipboard while running case B-22, that is an instance of benefits enrollment?

    a) pyWorkPage   b) pyWorkCover   c) pyDefault   d) pyCaseManagementDefault

32. Match the following:

    A. Current User   B. Specific User   C. Work Queue

    1. The Task is routed to the user who completes the previous task

    2. The Task is routed to the reporting manager or to the specified user name

    3. The Task is routed to the group of users where anyone can take up the assignment

        a) A -> 1, B -> 2, C -> 3   b) A -> 2, B -> 3, C -> 1

        c) A -> 3, B -> 2, C -> 1   d) A -> 1, B -> 3, C -> 2

33. You are developing an application in Pega, A current version of a rule set named MyRules is 01-03-04. You have to fix some bugs in the application. What would be the next version number of the ruleset MyRules?

    a) MyRules:02-03-04   b) MyRules:01-04-04   c) MyRules:02-04-05   d) MyRules:01-03-05

34. Match the Following:

    A) Work Class   B) Data Class   C) Integration Class

    1) Contains the rules that describe how to process a case

2) Contains the rules that describes how the application interact with other systems
3) Contains the rules that describes the data objects

    a) A -> 1, B -> 2, C -> 3   b) A -> 2, B -> 3, C -> 1
    c) 3.   A -> 3, B -> 2, C -> 1   d) A -> 1, B -> 3, C -> 2

35. You are developing an application in Pega and your login to the Pega developer portals "Admin@TSH". While working on the application named HRMS of the organization TSH, you checked out a rule for updating it.

    What will be the rule set name in which the checked-out rule is saved?

    a) HRMS@TSH   b) TSH@HRMS   c) Admin@HRMS   d) Admin@TSH

36. A _____ provides a non- exclusive check out of a rule which allows other system architects to edit a rule at the same time.

    a) Commit   b) Save   c) Private Edit   d) Private Check out

37. Identify the fully qualified class name for the case type as per the below specifications.

    Organization Name: TSR

    Application Name: Loan

    Case Type: LoanApplication

    a) TSR-Loan-LoanApplication   b) TSR-Loan-Work-LoanApplication
    c) TSR-Loan-LoanApplication-Work   d) TSR-Loan-Work-Data-LoanApplication

38. Directed Inheritance allows your application to reuse rules from classes in other applications and standard rules provided in the Pega platform. State true or false.

    a) True   b) False

39. We created an application named TimeTracker. What could be the access group to get developer access to open the application in Pega express?

    a) TimeTracker:Administrators   b) TimeTracker:Authors
    c) TimeTracker:Administrator   d) TimeTracker:Author

40. Match the following:

    A. Transitions the case to a different stage in the case life cycle
    B. Creates a PDF file from a specified section and attaches it to the case
    C. Creates a spin off or child case

    1. Create Case   2. Create PDF   3. Change Stage
    a) A -> 1, B -> 2, C -> 3   b) A -> 3, B -> 2, C -> 1
    c) 3. A -> 3, B -> 1, C -> 2   d) A -> 2, B -> 1, C -> 3

41. In a purchase application, you allow customers to create purchase requests. Each Purchase Request contains a list of line items. Each line item holds the product identifier, quantity, price and ItemTotal (Quantity * Price). The system should automatically display the sum of all ItemTotal for all the line of items. Which of the below declared expression is correct?

    a) sum(.PurchaseRequest.ItemTotal)   b) .PurchaseRequest.ItemTotal
    c) .PurshaseRequest().ItemTotal   d) .PurchaseRequest.ItemTotal()

42. Which of the below API Activity is used for creating and sending emails?

    a) SendEmail   b) SendCorrespondence   c) CorrNew   d) CreateCorr

43. We are designing an application named FinApps in Pega. One of the requirements is, whenever the employee claims their expenses for reimbursement, the manager needs to approve the same. Once the manager approves, the assignment must be routed to the group of users who are working in finance department. Any one from the finance department can process the payment.

    Where will the assignments get stored when the assignment is routed to team of users?

    a) Work List   b) Work Baskets   c) Work Group   d) Work Class

44. Customer service representative(CSR) reviews a customer's request for processing the loan request. Once the request is approved after verifying the documents, the assignment must be routed to the specific area manager for further processing. How do you route the assignment to the specific area manager?

    a) Use Standard Routing   b) Use Routing by user role

    c) Use Routing by user skill   d) Use Decision based Routing

45. Which of the below listed is not a correspondence type?

    a) Mail   b) Fax   c) Send Email   d) Phone Text

46. Which of the below listed rules is used to return true or false, as a best practice?

    a) Map Values   b) Decision Tree   c) Decision Table   d) When rule

47. _____ layout is most commonly used in building sections as it enables a highly flexible display of UI content.

    a) Repeating Layout   b) Column Layout   c) Dynamic Layout   d) Grid Layout

48. _____ tool is used to examine UI rules and elements that you have used to build the form.

    a) Clipboard   b) Live UI   c) Tracer   d) Section

49. You are working on an application named "HRMS", designed for an organization "TGB". This application contains two case types "Onboarding" and "Expense Claim".

    We would like to use an employee number property in both the case types. Where would you recommend to store the property employee number?

    a) TGB-HRMS-Work-Onboarding   b) TGB-HRMS-Work-ExpenseClaim
    c) TGB-HRMS-Work   d) TGB-Work

50. What is the use of pyDefault Data Transform?

    a) To propagate property values from a parent to a sub case
    b) To initialize property values when a case is created
    c) To copy data from one property to another property within the same case
    d) To refer to the property values stored in the memory

51. A candidate's technical skills are captured in a candidate case for job application. What type of property is used to capture the candidate's technical skill if the property reference looks like this: .Technical(Java)?

    a) Page   b) Value List   c) Value Group   d) Page Group

52. In an online shopping application, the user needs to select the payment method for purchase request. The options are Credit/Debit card, Net Banking or Cash on Delivery. You use the Data Model tab to create the property. How would you define the list with the options?

    a) Check boxes   b) Field Group   c) Text   d) PickList

53. A particular case in an application references a section defined in the Work- class. How is the section rule inherited by the case?

    a) By naming PegaRULES as the built-on application
    b) By applying directed inheritance.
    c) By applying pattern inheritance
    d) By adding the rule set that contains the section to the application.

54. In the purchase request case type, the user should able to select the discount code, if they have any, when they are in the Payment stage. After selecting the discount code, the process should continue without interruption. How do you configure this requirement?

    a) Add an optional process in the case type
    b) Add an optional process to Payment stage in the case type
    c) Add a local action in the case type
    d) Add a local action to payment stage in the case type

. When running an application, you notice that a field contains an incorrect value. Which developer tool allows you analyze rule execution in the application to determine how the incorrect value was introduced?

    a) Live UI   b) Data Analyzer   c) Tracer   d) Clipboard

56. Identify the shape which converts a temporary case to a permanent object in the database.

    a) Update a case   b) Create case   c) Persist case   d) Save case

57. In an application, a system architect has stored multiple rules in first version of a rule set MyRuleset: 01-01-01. What will be rule set version if they released an enhancement to a major release?

    a) 01-01-02   b) 01-02-01   c) 02-01-01   d) 02-02-02

58. Match each process step to the appropriate flow shape.

Process step

A. A user enters information for an IT request

B. The system calls a triage flow

C. The system notifies the user of the case status by email

D. The system evaluates the request type and completion Date to branch the process

Flow Shape

1. Utility   2. Decision   3. Sub process   4. Assignment

    a) A -> 1, B -> 2, C -> 3, D -> 4   b) A -> 2, B -> 3, C -> 1, D -> 4

    c) A -> 4, B ->3, C -> 1, D ->2   d) A -> 2, B -> 1, C -> 3, D -> 4

59. Match the following:

A. Design the class hierarchy of an application to share assets between IT and Accounting Applications

B. Direct the development of an auditing process for the purchase request cases

C. Configure a form to display the current department budget when entering a Purchase Request

1. SA(System Architect)   2. LSA(Lead System Architect)   3. SSA(Senior System Architect)

    a) A -> 2, B -> 3, C -> 1   b) A -> 1, B -> 2, C -> 3

    c) A -> 2, B -> 1, C -> 3   d) A -> 3, B -> 2, C -> 1

60. Each application consists of a sequence of rule sets, called a _____

    a) Ruleset Packages   b) Ruleset Classes   c) Ruleset List   d) Ruleset Stack

61. In a banking application, we designed a case type for installment payment for a loan. While the user is working on the payment case type, the system should provide the user to update the contact number, once the user updates the contact number the control should go back to the same step where the user was working.

How do you implement the above requirement?

    a) Create a local action to the case

    b) Create a local action to the first stage in the case

    c) Create an Optional Process to the case

    d) Create an Optional Process to the first stage in the case

62. Passed Deadline time interval is measured _____

    a) From the beginning of a goal   b) From the beginning of a deadline

    c) From the end of Goal   d) From the end of Deadline

63. The _____ determines the order in which Pega looks through rule sets to find the rule being used.

    a) Ruleset Version   b) Ruleset Package   c) Ruleset Class   d) Ruleset Stack

64. The _____ contains the rules that describe how the application interacts with other systems, such as a customer database or a third-party web server.

    a) Work Class   b) Data Class   c) Integration Class   d) Work Pool

65. Match the following:
   A. Invoice Number   B. Purchase date
   C. Discount code from existing list D. Product Description
   1. Date Only   2. Text (Paragraph)   3. Text (Single line)   4. Picklist
      a) A -> 1, B -> 2, C -> 3, D -> 4   b) A -> 3, B -> 1, C -> 4, D -> 2
      c) A -> 1, B ->3, C -> 2, D -> 4   d) A -> 4, B -> 2, C -> 1, D -> 3

66. Identify the property mode of "Phone" as specified in the below statement.
   .Customer.Phone(work)
      a) Single value   b) Value Group   c) Value List   d) Page List

67. We are developing an online loan application for an ABC Corp Bank. One of the requirement states that whenever the user selects the type of the loan, the system should automatically display the Rate of Interest for the loan. How do you configure this requirement?
   a) Use a When rule to display the Rate of interest based on loan type selected
   b) Use Decision tree to return the Rate of Interest based on loan type selected
   c) Use Decision table to return the Rate of Interest based on Loan type selected
   d) Use Declare expression to return the Rate of Interest based on loan type selected

68. Match the following in the context of circumstancing.
   A. Single Value   B. Multiple Value   C. Date Property   D. As of Date
   1) The rule variant is effective after certain date
   2) The rule variant is effective whenever the value of a date property satisfies the circumstancing condition
   3) The rule variant is effective whenever a combination of property values satisfies the circumstancing condition
   4) The rule variant is effective whenever the value of a single property satisfies the circumstancing condition
      a) A -> 1, B -> 2, C -> 3, D -> 4   b) A -> 2, B -> 1, C -> 4, D -> 3
      c) A -> 4, B -> 3, C -> 2, D -> 1   d) A -> 4, B ->3, C -> 1, D -> 2

69. Match the following:
   A. User Pages   B) Linked Property Pages   C) Data Pages   D) System Pages
   1. Contains data related to work being performed in the selected thread.
   2. Contains pages that describe the current user session.
   3. Contains read-only data pages defined by data page rules.
   4. Contains read-only data pages created by linked properties.
      a) A -> 2, B -> 3, C ->4, D -> 1   b) A -> 1, B -> 4, C -> 3, D ->2
      c) A -> 4, B -> 3, C -> 2, D -> 1   d) A -> 1, B ->3, C -> 4, D -> 2

70. Match the following:
   A. Portal rule   B. Harness rule   C. Section rule
   1. To create a user form
   2. To set up the workspace
   3. To set up the work area to process the case
      a) A -> 1, B -> 2, C -> 3   b) A -> 2, B -> 3, C -> 1
      c) A -> 2, B -> 1, C -> 3   d) A -> 1, B -> 3, C -> 2

ଔଔଔଔ౩୭୭୭