

IT 认证电子书



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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