

Certified Pega Business Architect Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What is the recommended first step when defining a new case type?**
 - A. Identify processes, then add stages, and then add steps**
 - B. Add stages, then processes**
 - C. Define roles, then add steps**
 - D. Start with user views first**

- 2. What is the primary purpose of classes in application design?**
 - A. Organize a set of rules into a hierarchy**
 - B. Encapsulate business logic for easy access**
 - C. Provide a mechanism for data storage**
 - D. Enhance the user interface experience**

- 3. Where should you configure the service level for a help desk ticket response requirement?**
 - A. The case type**
 - B. The step**
 - C. The workflow**
 - D. The data model**

- 4. If a new analyst requires Author role access along with some reporting capabilities of the Manager role, what is the best security solution?**
 - A. Assign them the Manager role**
 - B. Create a new Analyst role with the required access**
 - C. Provide temporary Manager access**
 - D. Limit their access to only the Author role**

- 5. In a job application case, which two step names follow the guidelines for identifying and naming the steps in the process? (Choose Two)**
 - A. Schedule Interview**
 - B. Notify Candidate**
 - C. Conduct Survey**
 - D. Finalize Application**

- 6. What happens to the case processing when a service level goal is not met?**
- A. Processing stops**
 - B. Urgency remains unchanged**
 - C. Other service level processing is still active**
 - D. The case is automatically escalated**
- 7. To send a patient visit summary via email, which two configurations must be made?**
- A. Add a Send Email step and compose the message to reference the relevant properties; Add a Create PDF automation that references the Patient visit summary view**
 - B. Add a notification to the patient; Include a summary in the email body**
 - C. Only use a Send Email step; Create a new integration**
 - D. Add a Send Email step; No additional steps needed**
- 8. How does an application determine the default action for a user at an assignment?**
- A. The first action listed by priority**
 - B. The first action listed alphabetically**
 - C. The most commonly used action**
 - D. The last action listed**
- 9. Which of the following rule types is NOT a declarative rule type?**
- A. Constraints**
 - B. Declare Activities**
 - C. Declare Expressions**
 - D. Declare Constraints**
- 10. When you notice that the Send case status email step does not send an email, what work item should you create in Agile Workbench?**
- A. Task.**
 - B. Bug.**
 - C. Change request.**
 - D. Enhancement request.**

Answers

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1. A
2. A
3. B
4. B
5. A
6. C
7. A
8. B
9. B
10. B

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Explanations

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1. What is the recommended first step when defining a new case type?

- A. Identify processes, then add stages, and then add steps**
- B. Add stages, then processes**
- C. Define roles, then add steps**
- D. Start with user views first**

The recommended first step when defining a new case type is to identify processes, then add stages, and finally add steps. This approach ensures a structured methodology for building the case type by first understanding the overarching processes involved. Identifying processes gives clarity on the workflow and the lifecycle of the case, which provides a strong foundation for further development. Once the processes are defined, adding stages comes next. Stages represent high-level categories in the advancement of a case, allowing the business architect to organize the flow of the case logically. After establishing the stages, adding steps allows for granularity, wherein specific tasks and actions are detailed to guide users through each stage effectively. This step-by-step progression not only keeps the case design organized but also aligns the design with business goals and user needs right from the outset. By focusing on processes first, the design becomes user-centric, ultimately leading to more effective and efficient case management.

2. What is the primary purpose of classes in application design?

- A. Organize a set of rules into a hierarchy**
- B. Encapsulate business logic for easy access**
- C. Provide a mechanism for data storage**
- D. Enhance the user interface experience**

The primary purpose of classes in application design is to organize a set of rules into a hierarchy. This hierarchical organization allows for better management and reuse of rules within the system. Classes serve as foundational structures where different rules can be defined, inherited, and overridden, enabling a clear and organized approach to design that enhances maintainability and scalability. By establishing a hierarchy of classes, developers can categorize rules logically, which facilitates the application's ability to determine which rules apply under various conditions. This organization is crucial in complex applications where numerous rules govern different aspects of business processes. The inheritance feature intrinsic to class hierarchy allows for shared behaviors and attributes, reducing redundancy and simplifying the development process. While encapsulating business logic, data storage, and enhancing the user interface are important aspects of application design, they do not capture the fundamental role that class organization and hierarchy play in the overall architecture of a Pega application. Classes primarily focus on structuring rules and promoting reuse, rather than directly managing logic, storing data, or improving user interfaces.

3. Where should you configure the service level for a help desk ticket response requirement?

- A. The case type
- B. The step**
- C. The workflow
- D. The data model

Configuring the service level for a help desk ticket response requirement at the step level is essential because it directly ties the service level agreement (SLA) to specific actions within the process. By assigning the SLA to a particular step, you ensure that the response requirements are consistently applied and monitored at that crucial point in the workflow where timely action is required. This approach allows for a more granular control over the service levels, enabling your team to measure performance and compliance specifically related to the completion of that step. It aligns with best practices in process design by making sure that the responsiveness of the system is clearly defined for every key part of the case process. Placing the service level at the case type or workflow levels would mean the SLA applies broadly to all instances or steps, which may not provide the necessary specificity for individual ticket handling. The data model is not suitable for this since it focuses on the structure and organization of data rather than process execution and timing.

4. If a new analyst requires Author role access along with some reporting capabilities of the Manager role, what is the best security solution?

- A. Assign them the Manager role
- B. Create a new Analyst role with the required access**
- C. Provide temporary Manager access
- D. Limit their access to only the Author role

Creating a new Analyst role with the required access is the best security solution in this scenario. This approach allows for the customization of permissions to align with the specific responsibilities and needs of the new analyst. By defining a tailored role, you can give them the Author role access they require, while also incorporating the necessary reporting capabilities from the Manager role. This solution ensures that the analyst has exactly what they need to perform their job effectively without over-provisioning access. It supports the principle of least privilege, which is critical in security management. Users should only have the necessary permissions to carry out their job functions to minimize potential risks. Choosing to assign the Manager role entirely would grant more access than necessary, potentially exposing sensitive data or functionalities that the analyst does not require for their tasks. Temporary access to the Manager role lacks permanence and could create management overhead while risking improper access in the meantime. Finally, limiting access to just the Author role would prevent the new analyst from accessing essential reporting tools, which could hinder their performance and decision-making.

5. In a job application case, which two step names follow the guidelines for identifying and naming the steps in the process? (Choose Two)

A. Schedule Interview

B. Notify Candidate

C. Conduct Survey

D. Finalize Application

The step names "Schedule Interview" and "Notify Candidate" align well with the guidelines for identifying and naming steps in a process. When naming steps in a business process, clarity and action-oriented terminology are crucial. "Schedule Interview" clearly indicates an action that is to be performed, making it immediately understandable what the step entails. It is also concise and descriptive, ensuring that anyone reviewing the process can quickly grasp the purpose of this step. Similarly, "Notify Candidate" communicates a clear action—informing the candidate about decisions or updates regarding their job application. This naming method emphasizes the action being taken and maintains a straightforward format that is easy to follow and understand within the context of the job application process. These names not only conform to best practices for step naming but also enhance the overall process clarity by specifying what is expected at each stage. Such clarity is essential for effective communication among team members and stakeholders involved in the process.

6. What happens to the case processing when a service level goal is not met?

A. Processing stops

B. Urgency remains unchanged

C. Other service level processing is still active

D. The case is automatically escalated

When a service level goal is not met in Pega, the other service level processing remains active. This means that even if one particular service level is not achieved, it does not halt the entire case processing or stop other service level agreements from being triggered. The case continues to move forward, and other processes can still advance or be executed. This answer highlights the resilience of the system in maintaining case flow and ensuring that all operational aspects continue to function, which is crucial for efficiency in business processes. Other tasks or service levels can still progress, allowing for a more robust handling of cases without interruptions.

7. To send a patient visit summary via email, which two configurations must be made?

A. Add a Send Email step and compose the message to reference the relevant properties; Add a Create PDF automation that references the Patient visit summary view

B. Add a notification to the patient; Include a summary in the email body

C. Only use a Send Email step; Create a new integration

D. Add a Send Email step; No additional steps needed

To send a patient visit summary via email, the correct choice emphasizes the need for two specific configurations: adding a "Send Email" step and composing a message that references the relevant properties, while also including a "Create PDF" automation that references the Patient visit summary view. This approach is effective because it ensures that the email not only includes the patient visit summary in a readable format but also maintains the integrity of the information by transforming it into a PDF. By composing a message that pulls in relevant properties, the email can provide personalized information tailored to the patient, thus enhancing the end-user experience. Furthermore, the PDF format is widely accepted and easily accessed by recipients, ensuring that the summary is presented in a professional manner. The combination of these steps aligns with best practices for communicating medical information, where clarity and data security are paramount. By utilizing both the email step and the PDF creation automation, the system is capable of delivering detailed and structured information, making it easier for patients to understand their visit summary.

8. How does an application determine the default action for a user at an assignment?

A. The first action listed by priority

B. The first action listed alphabetically

C. The most commonly used action

D. The last action listed

The correct approach for determining the default action for a user at an assignment is based on the first action listed alphabetically. In a Pega application, when there are multiple potential actions for a user to take on an assignment, the system will prioritize the actions according to their alphabetical order. This method provides a consistent and predictable way to establish default behavior across different assignments, enhancing user experience by reducing the cognitive load of having to decide on an action among several options. The alphabetical method ensures that the actions are systematically organized, which can be particularly advantageous when there are many actions available. This organization helps users quickly understand their choices and promotes efficiency in the decision-making process. Other methods for establishing default actions, such as prioritization based on usage frequency or the order actions are displayed, can lead to inconsistencies and may not always align with user expectations or behaviors. Therefore, the alphabetical listing serves as a standard, reliable mechanism for default action determination in Pega applications.

9. Which of the following rule types is NOT a declarative rule type?

- A. Constraints
- B. Declare Activities**
- C. Declare Expressions
- D. Declare Constraints

Declare Activities is indeed not a declarative rule type. Declarative rules in Pega are designed to automatically maintain and recalculate data, applying business logic without requiring explicit intervention in the process. The primary purpose of declarative rules is to enhance efficiency and ensure data integrity by automatically adjusting data as underlying values change. Constraints, Declare Expressions, and Declare Constraints all exemplify declarative rules. Constraints focus on enforcing conditions on properties to ensure that they meet specific requirements. Declare Expressions enable calculations that automatically update field values or properties based on rule conditions, while Declare Constraints set rules around the relationships between properties. In contrast, Declare Activities is classified as a procedural rule type. It requires step-by-step execution and user-defined logic based on specific conditions or actions within a given process. This proactive handling of activities differentiates it from the automatic recalibration inherent in the other declarative rule types. Thus, understanding the distinction between declarative and procedural rules is essential for Pega Business Architects and highlights the functional differences in how these rules operate within the Pega system.

10. When you notice that the Send case status email step does not send an email, what work item should you create in Agile Workbench?

- A. Task.
- B. Bug.**
- C. Change request.
- D. Enhancement request.

When facing an issue where the "Send case status email" step fails to send an email, the appropriate work item to create in Agile Workbench is a bug. A bug represents a defect or malfunction in the system that needs to be addressed. In this scenario, since the functionality of sending an email is expected but is not working as intended, it clearly indicates a flaw in the implementation or configuration. Identifying this as a bug helps ensure that the development team prioritizes fixing the underlying issue, which is critical for maintaining the proper operation of the application. This approach aids in tracking specific problems that impact user experience or system functionality. Creating a task would typically be more general and might not specifically signify a defect, while a change request implies a proposal for modification rather than an existing issue. An enhancement request suggests a desire for additional features rather than addressing a problem with current capabilities. Therefore, labeling the situation as a bug is the most accurate and effective way to describe the problem and seek resolution.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://pegabusarchitect.examzify.com>

We wish you the very best on your exam journey. You've got this!

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