



**EXAM BLUEPRINT**  
**Certified CPM Architect**



**BUILD FOR  
CHANGE.**

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Customer Process Manager

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## About the Certified CPM Architect Exam

A Certified CPM Architect (CCA):

- ▶ Understands CPM terminology and functionality
- ▶ Understands CPM architecture, including the class hierarchy and RuleSet structure
- ▶ Can deploy CPM at a customer site in conjunction with PRPC and other Pega frameworks
- ▶ Can extend CPM to take advantage of client-specific objectives
- ▶ Articulates CPM best practices as they relate to implementing a CPM solution

## Path to the CPM Architect Certification

The Certified CPM Architect (CCA) exam has been developed for students who wish to concentrate on the Pegasystems' Customer Process Manager framework. The path to CCA certification requires completion of the CPM: Implementing Your Solution course.

Segment	Description
<b>Tools Along Your Path to CCA Certification</b>	
3 Day Instructor-Led Training	CPM: Implementing Your Solution course
CCA Exam	A 50-question multiple response exam that determines whether candidates have the requisite knowledge to be recognized as a Certified CPM Architect.

## About the Exam Blueprint

The purpose of the exam blueprint is to provide you with information and a roadmap of the exam content to help you better prepare for the exam.

The blueprint includes:

- ▶ The prerequisites that must be met for you to take this exam
- ▶ A list of the exam test competencies and their percentage of the exam content
- ▶ A description of the exam question formats
- ▶ A short description of the test topics within a competency

## Prerequisites

- ▶ It is recommended that you have attended the CPM: Implementing Your Solution course.

## Exam Test Competencies

The table below lists the test competencies and the percentage in which they are represented on the exam.

Test Competencies	% of Exam
Dialog Management	8%
Customer Composite	6%
Knowledge Manager	4%
Other CPM Components	16%
General Architecture	10%
CPM Service Processes / Tasks	18%
CPM Interactions	24%
CPM Portals and UI	14%
TOTAL	100%

## Exam Format

The exam consists of 50 multiple choice questions. You are given 85 minutes to complete the exam and 5 minutes to review and sign the standard non-disclosure agreement (NDA).

If you wish to review the NDA in more detail please go to <http://www.pega.com/sites/default/files/docs/services/nda.pdf>

A passing score of 70% is needed to be recognized as a Certified CPM Architect (CCA).

## Question Format

The examinee selects from one or more response options to answer a question. A response is considered correct when it accurately completes the statement or answers the question. Distracters or incorrect answers are plausible response options that examinees with incomplete knowledge are likely to choose.

Test item formats used in this examination are:

- ▶ **Multiple Choice** — Select one option that best answers the question or completes a statement.
- ▶ **Multiple Responses** — Select more than one option that best answers the question or completes a statement. The text states how many options are correct, such as Choose two.
- ▶ **Sample Directions** — Read the statement or question. From the response options, select the option(s) that represent the most correct or best answer(s) given the information provided.
- ▶ **True/False** — Read the statement or question. Select either true or false as the answer.



## Test Competencies and Topics

### Dialog Management

- Difference between dialog methods
- Configuration of dialogs (flow-action and assignment)
- Configuration of dialog scripts
- Dialog best practices

### CPM Composite

- Best practices for design of the CPM Composite
- Switching CPM Composite context
- Use of transient data in the CPM Composite

### Knowledge Management

- Type of knowledge content
- Methods for delivering/displaying content to users
- Coaching tip best practices
- Function and use of the CPM Configuration Tools Wizard

### Other CPM Components

- Purpose and function of interaction goals
- Configuration of interaction goals
- Purpose and function of quality reviews
- Configuring surveys
- SLA override function
- Planning for business objectives
- CPM Estimated Application Savings report

### General / Architecture

- CPM terminology / vocabular
- CPM RuleSet hierarchy
- CPM class hierarchy and class groups
- Clipboard structure
- Purpose and function of CPM landing pages
- CPM as the system of record

### CPM Service Processes

- Service process types
- Common elements of a service process
- Best practices for service processes
- Configuration of service process (manual and via the CPM Service Process Accelerator)
- Using the CPM Service Process Accelerator with Direct Capture of Objectives (DCO)
- Work objects vs.Covers

### CPM Interactions

- Interaction types
- Common elements of an interaction process
- Purpose and use of the Interaction Driver
- Configuration of Interaction Driver categories and tasks
- Difference between an Intent Task and a service process
- Best practices for Interaction Driver design
- Benefits of suggested processes
- Configuration of suggested processes

### CPM Portals and UI

- Configuration of CPM Portal Search
- Differences between CPM portal types
- Configuration of CPM Portal Gadgets
- Configuration of CPM Portal Themes
- Differences between Interaction Navigation methods
- Best practices for UI design