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IT exam study guide / simulations

Exam : **PEGACPSA23V1**

Title : Certified Pega System
Architect 23

Vendor : Pegasystems

Version : DEMO

NO.1 Which issue do you address by simulating a data source?

- A.** The product database moves to a new data source accessible by a web service that is not yet configured.
- B.** You need to test a save plan for a savable data page that updates the cost of coverage options for insurance policies
- C.** In production, the customer database needs to be taken off-line overnight for scheduled maintenance.
- D.** An Embedded data field needs simulated data for testing a customer creation view.

Answer: A

Explanation:

Simulating a data source is primarily used to address scenarios where the actual data source is not available.

The appropriate use case is:

A: The product database moves to a new data source accessible by a web service that is not yet configured. Simulating the data source allows developers to continue building and testing applications even when backend services are not fully set up, ensuring development progress is not hindered by external dependencies.

NO.2 Choose two scenarios that you configure using procedural processing. (Choose Two)

- A.** A prescription order page with a list of available prescriptions sent from the customer's health care provider. When the user opts to fill one or more prescriptions, the cost summary updates.
- B.** A restaurant reservation page in which the user chooses a reservation and the system returns the number of available tables.
- C.** A purchase order request page with a summary of items. The order total price updates after the customer changes a quantity.
- D.** A flight booking page where customers can adjust the location and date of the departure and return flights. The ticket prices recalculate after the customer chooses the "recalculate price" option.

Answer: C D

Explanation:

Procedural processing in application development is used for tasks that follow a specific sequence of steps or require updates based on user actions. It is particularly useful for calculations or updates triggered by user interactions.

* C. A purchase order request page with a summary of items: This scenario involves procedural processing because the application needs to recalculate the total price whenever the customer changes the quantity of an item. This is a direct, sequential update process

NO.3 Which two statement are true about insights? (Choose two.)

- A.** You can search for an select the fields that you want to include in an insight.
- B.** You can transform data queries into sharable visualizations.
- C.** You can transform sharable visualizations into data queries.
- D.** You can edit application data directly in an insight.

Answer: A B

Explanation:

Insights in Pega are designed to help users analyze and visualize data:

A: You can search for and select the fields that you want to include in an insight. This feature allows users to customize insights by choosing which data fields to analyze, enabling focused and relevant analyses.

B: You can transform data queries into shareable visualizations. Insights provide the capability to turn complex data queries into visual representations, such as charts or graphs, which can be easily understood and shared, enhancing the decision-making process.

NO.4 In designing your application, you want to apply consistent visual styles to all parts of the application. How do you meet this requirement?

- A. Specify a skin in the application rule.
- B. Apply styles to the screen layout.
- C. Use the Live UI tool to select the skin rule.
- D. Specify a skin in the harness rule.

Answer: A

Explanation:

To apply consistent visual styles across all parts of a Pega application, the most direct method is to specify a skin in the application rule. A skin in Pega defines the styles for various UI components used throughout the application, ensuring uniformity and adherence to branding guidelines. By specifying the skin at the application rule level, it ensures that all sections, harnesses, and other UI elements inherit these styles, promoting a consistent user experience across the application.

NO.5 Need to select one severity option which is best

- A. Picklist
- B. Radio button
- C. Checkbox

Answer: B

Explanation:

For selecting one severity option from a predefined set, radio buttons are the best choice. This control allows users to see all available options and select exactly one, ensuring clear and error-free selection. Unlike checkboxes, which are suitable for selecting multiple options, radio buttons inherently prevent multiple selections, which is ideal for severity levels where only one should be applicable at any given time.

NO.6 An airline has the following requirement:

A passenger requiring a service animal must document the type of animal, the size of the animal, and any relevant medical information the crew may need during the flight. The application prompts the passenger for this information when the passenger declares travel with a service animal.

Which case life cycle configuration meets this requirement?

- A. Add a process to the case life cycle for service animal accommodation and apply a condition to determine when to, run the process.
- B. Apply an optional action to the appropriate stage to allow the passenger to provide the information as needed.
- C. Configure a stage in the case life cycle for service animal accommodation and apply a stage validation condition.
- D. Create a child case for service animal accommodation to automatically resolve unless the

passenger requires the accommodation.

Answer: A

Explanation:

For accommodating passengers traveling with service animals, efficiently capturing necessary information (type of animal, size, and medical information) is critical. This requirement is conditional, triggered only when a passenger declares travel with a service animal.

* A. Add a process to the case life cycle for service animal accommodation and apply a condition:

This option allows for the integration of a dedicated process within the overall case life cycle specifically for gathering service animal information. The process is conditionally executed, based on whether the passenger has declared the need for service animal accommodation. This ensures that the additional information is requested only when relevant, keeping the case life cycle streamlined and focused.

Applying an optional action (B) offers flexibility but might not guarantee the collection of this information as part of the standard workflow. Configuring a separate stage (C) could unnecessarily segment the case life cycle, especially if service animal accommodation is a conditional step rather than a distinct phase. Creating a child case (D) for service animal accommodation could complicate case management, especially for a requirement that is inherently part of the main travel arrangement process rather than a standalone case.

NO.7 Which of the following events can you trace by using the Tracer tool?

- A. User authentication
- B. Data sources
- C. Data transforms
- D. Service-level agreements

Answer: C D

Explanation:

The Tracer tool in Pega is used for debugging and provides real-time diagnostics of rule execution. It can trace various events, including:

C: Data transforms. Tracer can be used to trace the execution of data transforms, which are rules that define how data is set or copied from one or more sources to a target.

D: Service-level agreements. The tool can also trace the execution of service-level agreements (SLAs) to ensure that they are triggered and actioned as configured, particularly useful for understanding and troubleshooting the timing and escalation actions within case processing.

While Tracer is a powerful tool for rule execution diagnostics, it is not typically used for tracing user authentication events directly; other logging and auditing mechanisms would generally handle that. Data sources are usually traced through the use of the Data Page debugging tools rather than the Tracer, although the Tracer can show the execution of rules that interact with data sources.

NO.8 In a claims application customers can file home insurance claims. Each claims contains a list of items of loss.

Depending on the situation, some claims... investigated for potential fraud in parallel to the actual claim process.

Which two case types do you create to support this scenario? (Choose two.)

- A. Items of loss
- B. Customer

C. Claim

D. Fraud Investigation

Answer: C D

Explanation:

In a claims application where customers file home insurance claims and some claims may be investigated for fraud, it is efficient to create two separate case types: one for "Claim" and another for "Fraud Investigation." The Claim case type handles the standard process of filing and processing insurance claims, including the assessment of damages and coordination of payouts. The Fraud Investigation case type is used specifically to handle instances where claims might require additional scrutiny for potential fraudulent activity. This separation allows each case type to be optimized for its specific processes and requirements, enabling parallel processing and specialized handling where necessary.

NO.9 How do you identify if a result in a decision rule cannot be returned?

A. Test for missing conditions

B. Test for completeness

C. Test the rule using a unit test

D. Test for conflicts

Answer: B

Explanation:

When using decision rules in Pega, ensuring that no potential result is unaddressed is crucial for maintaining the rule's effectiveness. Testing for completeness involves verifying that all possible inputs and conditions have been accounted for in the decision rule. This type of testing ensures that every feasible scenario has a corresponding outcome defined, thereby preventing the decision rule from failing to return a result due to missing conditions.

NO.10 ABC BankCorp wants to create a mobile app experience for users and CSRs for its Transaction Dispute application.

Of the following requirements, which option requires you to configure distinct mobile app channels? (Choose two)

A. CSRs can create other case type instances on the mobile app.

B. Mobile app color palettes are different for users and CSRs.

C. The mobile app customizes currency units and date/time format according to the location of the users.

D. The mobile app supports all mobile phone operating systems.

Answer: A B

Explanation:

For ABC BankCorp's mobile app experience related to the Transaction Dispute application, certain requirements necessitate configuring distinct mobile app channels to accommodate different functionalities or visual designs for users and CSRs.

* A. CSRs can create other case type instances on the mobile app: This functionality difference between what CSRs and users can do within the app indicates the need for separate app channels. The ability of CSRs to handle additional case types beyond what is available to general users requires a distinct channel configuration to support the specialized functionalities needed by CSRs.

* B. Mobile app color palettes are different for users and CSRs: The requirement for different color

palettes for users and CSRs pertains to the app's visual design and branding. To ensure that each group experiences the app with the intended branding elements, separate app channels are required to implement the distinct color palettes and themes.

Customizing currency units and date/time format according to the user's location (C) can typically be achieved within a single app channel through localization settings and does not inherently necessitate separate channels.

Supporting all mobile phone operating systems (D) is a compatibility requirement that is also not a determining factor for creating distinct channels but rather relates to the app's development and testing across platforms.

NO.11 Which two components on the Case Designer can users assign to a minimum lovable product (MLP) release for project sizing purposes? (Choose Two)

- A. An automation
- B. A mobile User Portal
- C. An approval decision
- D. An external system of record (SOR)

Answer: A C

Explanation:

In the context of assigning components to a Minimum Lovable Product (MLP) release for project sizing in Pega's Case Designer, the components typically considered include:

A: An automation. Automations are discrete components that can significantly enhance the functionality of an application, making them a key feature to include in an MLP for delivering immediate value to users.

C: An approval decision. Approval decisions are critical elements in many workflows and can directly impact the user experience and the efficiency of process handling, making them suitable for inclusion in an MLP release to demonstrate immediate benefits and functionality.

NO.12 Which statement about channel interfaces is true?

- A. Creating a channel interface creates a default work queue in Agg Studio.
- B. All users see the same channel interface.
- C. A persona requires a unique channel interface.
- D. Channel interfaces are user interfaces that meet business requirements.

Answer: D

Explanation:

A statement about channel interfaces:

D: Channel interfaces are user interfaces that meet business requirements. Channel interfaces in Pega are tailored to fit the specific needs of a business process or user group, ensuring that the user interface supports the business goals and provides an effective means of interaction for the end-users.

NO.13 Which two items must be provided by the user to add an external data source to a data object? (Choose Two)]

- A. The authenticating information, if required by the corresponding service
- B. A data transform to map the application data model to the connector
- C. A simulated data source to test the implementation

D. The uniform resource identifier that identifies the web service

Answer: A D

Explanation:

Adding an external data source to a data object in Pega requires specific details to ensure proper integration and functionality:

A: The authenticating information, if required by the corresponding service. Secure access to external data services often requires authentication details, such as API keys or login credentials, to ensure that interactions are authorized.

D: The uniform resource identifier that identifies the web service. The URI is crucial as it specifies the exact location and endpoint of the web service from which data is to be fetched, acting as a link between the Pega application and the external data source.

NO.14 DRAG DROP

Drag the term that is used in App Studio from the left to the rule that you use in Dev Studio on the right.

App Studio term	Answer Area	Dev Studio rule
0 Field		Service-level agreement (SLA)
0 Goal and deadline		Access group
0 User		Operator
0 Persona		Property

Answer:

App Studio term	Answer Area	Dev Studio rule
Field	Goal and deadline	Service-level agreement (SLA)
Goal and deadline	Persona	Access group
User	User	Operator
Persona	Field	Property

Explanation:

App Studio term	Answer Area	Dev Studio rule
Field	Goal and deadline	Service-level agreement (SLA)
Goal and deadline	Persona	Access group
User	User	Operator
Persona	Field	Property

* Field: In the context of Pega's App Studio, a field represents an individual data element that can be placed on a user interface. In Dev Studio, the corresponding rule type for a field is a Property rule, which defines the characteristics and behavior of a single piece of data that can be used in various parts of the application, such as forms, data objects, or calculations.

* Goal and deadline: This term in App Studio refers to the objectives and time frames associated with a task or a case. The counterpart in Dev Studio is a Service-level agreement (SLA) rule. An SLA rule in Pega defines the time goals for the assignment, stages, and processes in a case, including the deadlines and what actions should be taken if those are not met.

* User: In App Studio, the term user typically refers to the human end-user interacting with the application, often associated with a specific role or set of permissions. In Dev Studio, a Operator rule is used to define the characteristics of a user, including their credentials, roles, skills, preferences,

and the access group(s) they belong to.

* Persona: A persona in App Studio is a semi-fictional character created to represent different user types that might use a service, product, site, or brand in a similar way. When translating this to Dev Studio, it aligns with an Access group rule. An access group in Pega is a rule that defines a set of application roles, permissions, and other settings that correspond to the needs and permissions of a particular type of user or persona.

References:

* Pega Academy and official documentation provide information on how these terms in App Studio relate

* to rules in Dev Studio.

* Knowledge articles and developer help resources within the Pega platform can give further explanations on how to use these rules within the context of building applications.

NO.15 DRAG DROP

Drag the appropriate ruleset version type on the left to the corresponding scenario on the right.

Ruleset version type	Scenario
Major version	You must add a stage-specific optional action to an Order placement case life cycle.
Minor version	You must fix a bug that lists product options by product ID instead of by name.
Patch version	You must add a new Order return case type to the Shopping application.

Answer:

Ruleset version type	Scenario
Minor version	You must add a stage-specific optional action to an Order placement case life cycle.
Patch version	You must fix a bug that lists product options by product ID instead of by name.
Major version	You must add a new Order return case type to the Shopping application.

Explanation:

Ruleset version type	Scenario
Major version	Minor version
Minor version	Patch version
Patch version	Major version

* Major version: In Pega, a major version update is typically used when there are significant changes

to the application, such as the introduction of new functionalities, case types, or major changes to existing functionalities. Adding a new "Order return" case type to the Shopping application constitutes a significant enhancement, thus it would usually require incrementing the major version of the ruleset.

* Minor version: Minor version updates are used for less significant changes that don't alter the application's primary functionality but still add enhancements or optional components to the existing structures. Adding a stage-specific optional action to an "Order placement" case lifecycle would be a good candidate for a minor version update because it extends the functionality without fundamental changes.

* Patch version: Patch versions are often used for bug fixes or minor improvements that do not add new functionalities but rather correct issues with existing ones. Fixing a bug that lists product options by product ID instead of by name is a classic example of a patch fix, as it corrects a specific issue without materially expanding or altering the functionality of the application.

References:

* Pega official documentation would typically include a section on ruleset versioning that describes the

* scenarios for using major, minor, and patch versions.

* Best practices as described in Pega Community articles and the Pega Academy training materials also discuss how to manage ruleset versions effectively in various development scenarios.

NO.16 A government application provides field placeholder values to help users enter the correct data. The Design Lead has asked you to increase the font size on all field placeholder value components to help visually impaired users.

Which configuration applies the font styling requirement on the field placeholder values in the application?

A. Update the existing Default theme text entry

B. Run a case type that uses the component and change the font on the view

C. Add a new theme text entry to the application theme

D. Upload a new application theme

Answer: C

Explanation:

To increase the font size on all field placeholder value components specifically to aid visually impaired users, applying global styling changes is the most effective approach. Among the options provided, adding a new theme text entry to the application theme allows for targeted styling adjustments to be applied broadly across the application.

* C. Add a new theme text entry to the application theme: This approach allows for the customization of specific UI elements, such as field placeholder values, at the application level. By adding a new text entry with increased font size to the application theme, all instances of field placeholder values throughout the application will inherit this styling, ensuring a consistent and accessible user experience for visually impaired users.

Updating the existing Default theme text entry (A) could affect more elements than intended.

Running a case type and changing the font on the view (B) only applies changes locally and lacks scalability. Uploading a new application theme (D) could be an option but is less direct and more complex than simply adding a new text entry specifically for placeholder values.

NO.17 In an application for configuring hardware equipment for new employees, the manager

chooses a laptop model from a drop-down list. The list of available laptop models is maintained in an external system and may change over time. Which of the following do you use as the data source for this drop-down list ?

- A. A data page
- B. A local list
- C. A data table
- D. A data transform

Answer: A

Explanation:

In scenarios where a dropdown list needs to dynamically reflect data that could change over time, such as a list of laptop models maintained in an external system, using a data page is the best approach. Data pages in Pega are designed to retrieve and cache data from various sources, including external systems. They are ideal for scenarios where data needs to be up-to-date and reflected in UI elements like dropdown lists. Data pages can be configured to refresh as needed, ensuring that the dropdown always displays the current set of available models.

NO.18 How do you propagate data to a new child case in Pega Express?

- A. Configure a data page to copy specified properties.
- B. Configure a case calculation to copy specified properties.
- C. Configure the Update Case shape to copy specified properties.
- D. Configure the Create Case shape to copy specified properties.

Answer: D

Explanation:

In Pega Express, when creating a new child case, the "Create Case" shape in the case designer is used to configure the propagation of data from a parent case to a child case. This shape can be configured to copy specified properties to the new child case, ensuring that necessary data is automatically carried forward. This configuration is essential for maintaining data consistency and relevance across related cases, facilitating seamless case management and data integrity.

NO.19 Which three options can you configure for a mobile app channel? (Choose Three)

- A. Change the host for a mobile app to a production system, rather than a development system.
- B. Identify how different mobile devices render UI controls.
- C. Establish security behavior for a mobile app, such as the use of biometric identifiers.
- D. Define UI behavior for a view when displayed on a mobile device.
- E. Define the role applied to users when they run the mobile app.

Answer: C D E

Explanation:

Configuring a mobile app channel in Pega allows for several adjustments specific to mobile applications:

C: Establish security behavior for a mobile app, such as the use of biometric identifiers. Security configurations such as biometric access are crucial for mobile apps to ensure data protection and user authentication on mobile devices.

D: Define UI behavior for a view when displayed on a mobile device. Customizing the UI behavior depending on device type or screen size is essential for optimal user experience on various mobile

platforms.

E: Define the role applied to users when they run the mobile app. Setting user roles within the app ensures that permissions and functionalities are correctly aligned with the user's needs and authorization levels.

NO.20 On a service level, the passed deadline interval is measured from

- A. the end of the deadline interval
- B. when the assignment is ready for a user
- C. when a user begins the assignment
- D. the end of the goal interval

Answer: D

Explanation:

In the context of service levels in Pega, the "passed deadline" interval starts immediately after the "end of the goal interval". This setup helps in distinguishing between the targeted resolution time (goal) and the ultimate deadline by which the task must be completed, allowing for escalated actions or notifications to be triggered if the deadline is approached or passed, ensuring timely completion of assignments.

NO.21 You are developing a Visa case type to process entry visa applications. As part of the process, applicants schedule an interview with the consulate. An Interview child case is created for the interview process.

Following the interview, the consulate reaches a decisions within 48 hours or more. For Visa case to proceed to application notification, the Interview case needs to be resolved.

After you create the Interview child case, how to do you configure the case type to achieve the required behavior?

- A. Following the Create Case step, add a Wait step that pauses the parent case until the application schedules the interview.
- B. Following the Create Case step, add a Wait step that pauses the parent case until the Interview reaches the Resolved status.
- C. Following the Create Case step, add a services-level agreement (SLA) that escalates the parent case after 48 hours.
- D: Following the Create Case step, add an Interview step that is automatically resolved after 48 hours

Answer: B

Explanation:

To manage the progression of a Visa application case type, contingent upon the resolution of an Interview child case:

B: Following the Create Case step, add a Wait step that pauses the parent case until the Interview reaches the Resolved status. This approach is ideal for ensuring that the main Visa case does not proceed until the Interview child case is fully resolved, aligning the case progression with the actual completion of necessary procedural steps, thus maintaining process integrity and dependency.

NO.22 A form must support accessibility. How do you enable a user to specify a date?

- A. Configure a text box to allow date entry.
- B. Use a calendar control that displays an entire year.

- C. Use a calendar control that displays an entire month.
- D. Provide separate controls for month, day, and year.

Answer: C

Explanation:

To ensure a form supports accessibility, especially when enabling a user to specify a date, using an interface that is intuitive and easy to navigate is key. Among the provided options, a calendar control that displays an entire month is the most accessible and user-friendly method for date selection.

* C. Use a calendar control that displays an entire month: This method provides a visual and interactive way for users to select a date, offering both keyboard navigation and screen reader support, making it accessible to users with a wide range of disabilities, including visual impairments. A month view gives users an overview of the dates, allowing for easy selection without requiring manual date entry, which can be prone to errors and less accessible for some users. Configuring a text box for date entry (A) may not be as accessible because it relies on users correctly typing the date, which can be challenging for some people. Using a calendar control that displays an entire year (B) can be overwhelming and less practical for date selection. Providing separate controls for month, day, and year (D) could increase complexity and potentially decrease accessibility due to the need to navigate between multiple controls.

NO.23 A report contains columns for Customer, Billing Cycle, Credit Card, and Expiration Date. A manager requests that the report show only those customers who meet the following conditions: - The customer is on a monthly billing cycle - The credit card is either MoreCash or Vista - The credit card expires within 60 days Which set of filtering conditions returns a report with the desired data?

- A. Credit Card equals MoreCash AND Credit Card equals Vista AND Billing Cycle equals monthly AND Expiration Date is 60 days greater than today
- B. Credit Card equals MoreCash OR Credit Card equals Vista AND Billing Cycle equals monthly AND Expiration Date equals next 60 days.
- C. Credit Card equals MoreCash OR Credit Card equals Vista AND Billing Cycle is not quarterly AND Expiration Date is less than 60 days
- D. Credit Card equals MoreCash or Vista, Billing Cycle equals monthly, and Expiration Date equals next 60 days

Answer: B D

Explanation:

To fulfill the manager's request for a report showing only customers who are on a monthly billing cycle, use a MoreCash or Vista credit card, and whose credit card expires within 60 days, the filtering conditions need to precisely combine these criteria.

* B. Credit Card equals MoreCash OR Credit Card equals Vista AND Billing Cycle equals monthly AND Expiration Date equals next 60 days: This set of conditions accurately captures the required filters. The use of "OR" between the Credit Card conditions allows for the inclusion of customers with either MoreCash or Vista credit cards. The "AND" conjunction with Billing Cycle equals monthly ensures that only those on a monthly billing cycle are included. Lastly, specifying that the Expiration Date equals the next 60 days filters for credit cards expiring within the specified timeframe. This combination of conditions ensures the report displays precisely the desired data.

Option A incorrectly uses "AND" for credit card types, which is logically impossible since a credit card cannot be both types simultaneously. Option C inaccurately suggests using a condition on the billing

cycle that is not aligned with the requirement and incorrectly frames the expiration date condition. Option D simplifies the conditions but lacks the precise logical structure provided in option B, potentially leading to confusion or incorrect implementation.

NO.24 You are developing a Visa case type to process visa applications. As part of the process, applicants need to schedule an interview with the consulate. A child Interview case is created for the interview process and assessment.

Following the interview, it typically takes 48 hours for the consulate to reach a decision. For the visa case to proceed to applicant notification, the Interview case needs to be resolved.

How do you configure a case type to achieve the required behavior?

A. Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until the Interview case reaches a status of Resolved and after 48 hours have elapsed.

B. Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until 48 hours have elapsed.

C. Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until the Interview case reaches a status of Resolved.

D. Add a Create Case step that creates the Interview child case. There is no need to add a Wait step.

Answer: C

Explanation:

To configure a case type that properly manages the progression of a visa application contingent upon the resolution of an Interview child case:

C: Add a Create Case step that creates the Interview child case. Following this step, add a Wait step that pauses the parent case until the Interview case reaches a status of Resolved. This approach ensures that the main Visa case does not proceed to the next phase until the Interview child case is fully resolved, aligning the process flow with the actual completion of necessary steps. The 48-hour period for decision-making is likely internal to the consulate's process and does not affect the configuration of the wait condition in the case type.

NO.25 A developer discovers that a calculated property value is returning an unexpected result. Which two features of the Tracer tool can you use to diagnose the problem while minimizing the impact on application performance? (Choose two.)

A. The Save function

B. Breakpoints

C. The Watch function

D. The Clipboard tool

Answer: B C

Explanation:

When diagnosing an issue with a calculated property value using the Tracer tool:

B: Breakpoints. This feature allows you to pause the execution at certain points, enabling you to inspect the processing of the rules and properties, which is helpful in identifying where and why a property is not calculating as expected.

C: The Watch function. By watching specific properties, you can monitor changes to their values in real time as the process executes, which helps in determining the point at which the unexpected result occurs, all with minimal overhead on application performance.

NO.26 For which use case do you create a new rule in a Pega Platform application?

- A.** A designer reuses a UI section every time the same behavior is needed in the application.
- B.** A developer makes changes to an email message that is configured in the case life cycle.
- C.** A designer uses Design mode at runtime to modify a view to use a two column template.
- D.** A developer creates a parallel process to audit the changes that a service agent makes.

Answer: D

Explanation:

Creating a new rule in Pega Platform is appropriate when a specific behavior or functionality not provided by out-of-the-box features is needed. In this case, a developer creating a parallel process to audit changes made by a service agent requires a new rule. This rule will handle the logic and flow for tracking and documenting changes in a separate process, ensuring that the audit trail is maintained without affecting the primary case processing, aligning with best practices for maintaining system integrity and traceability.