

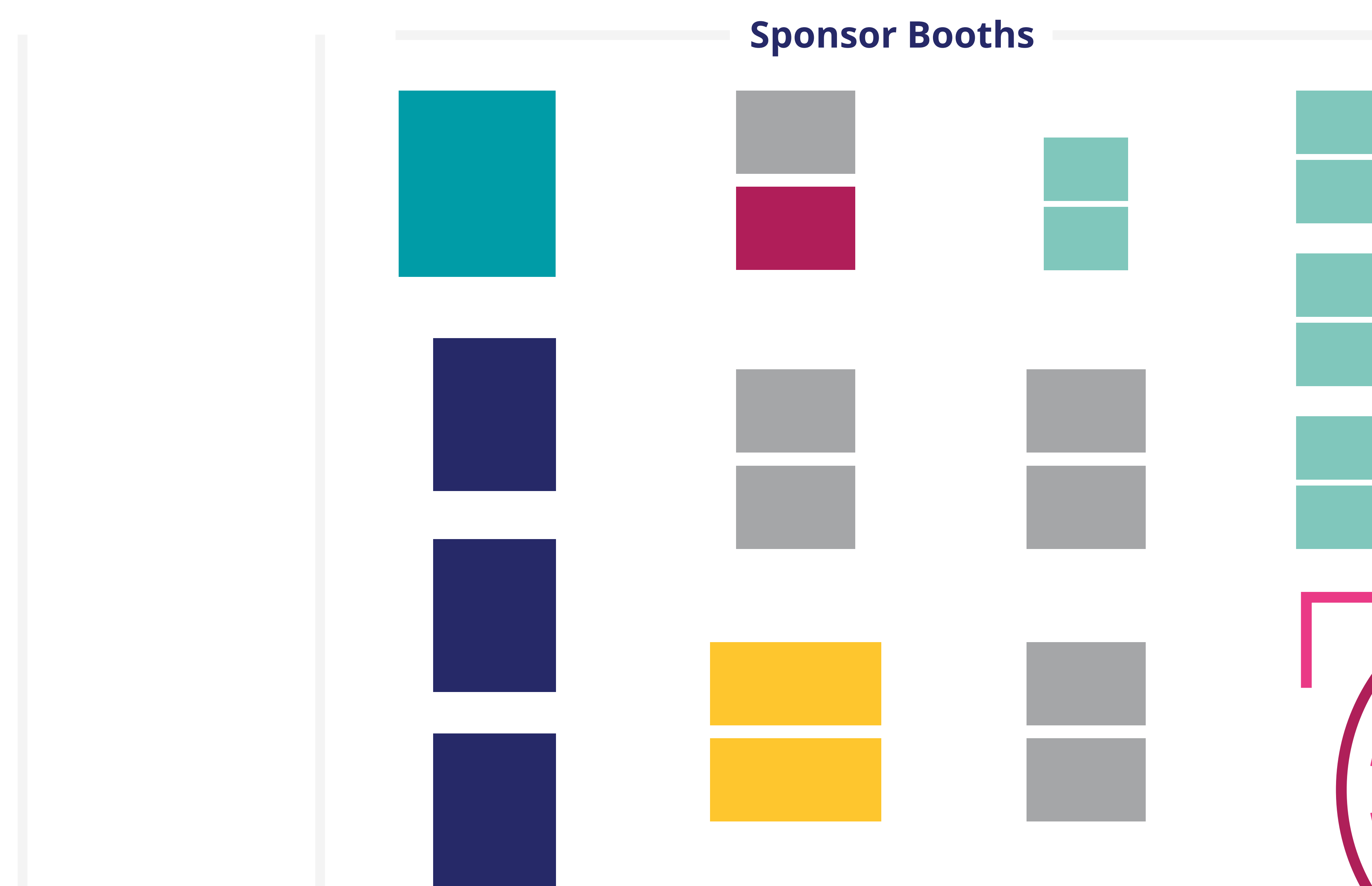
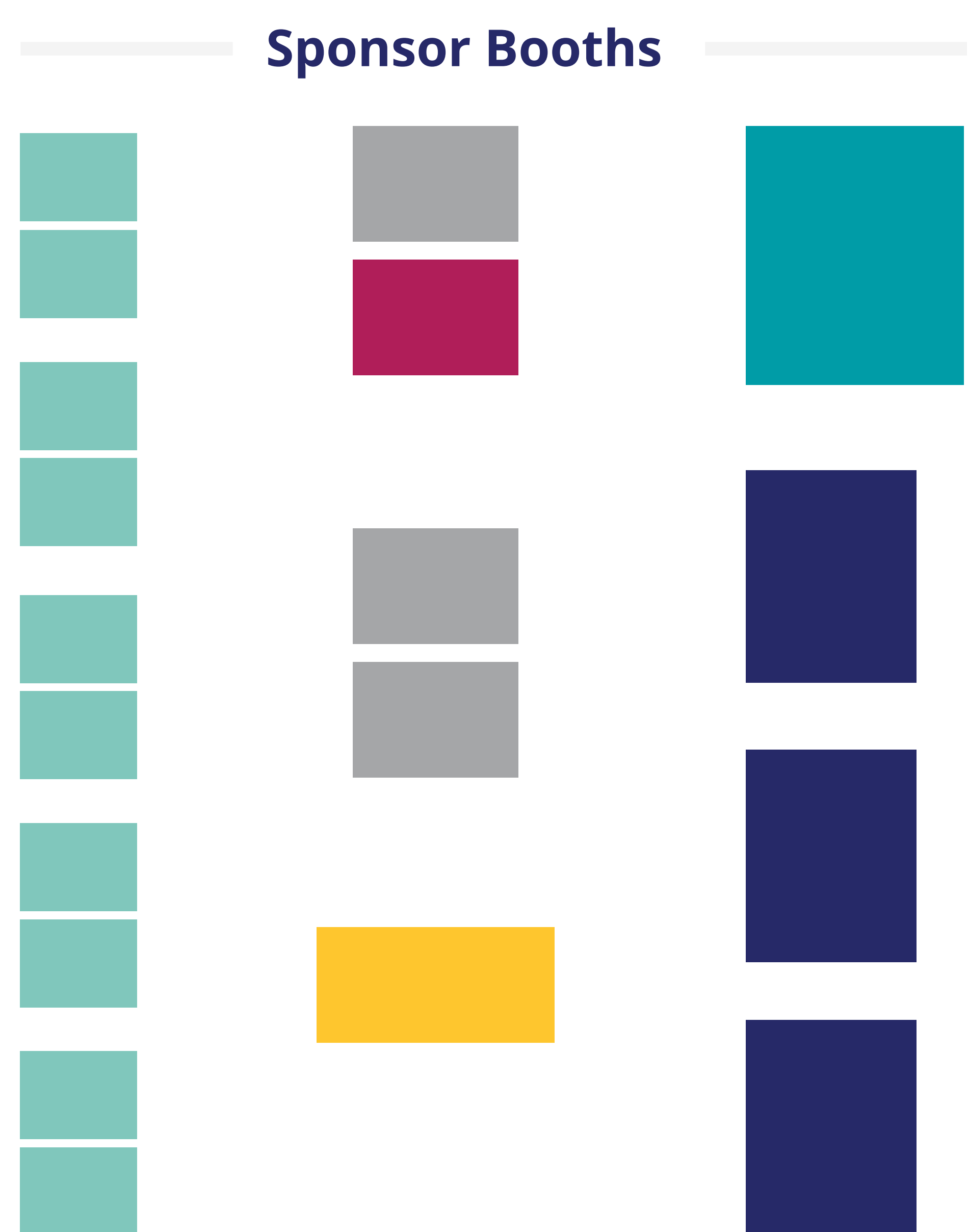
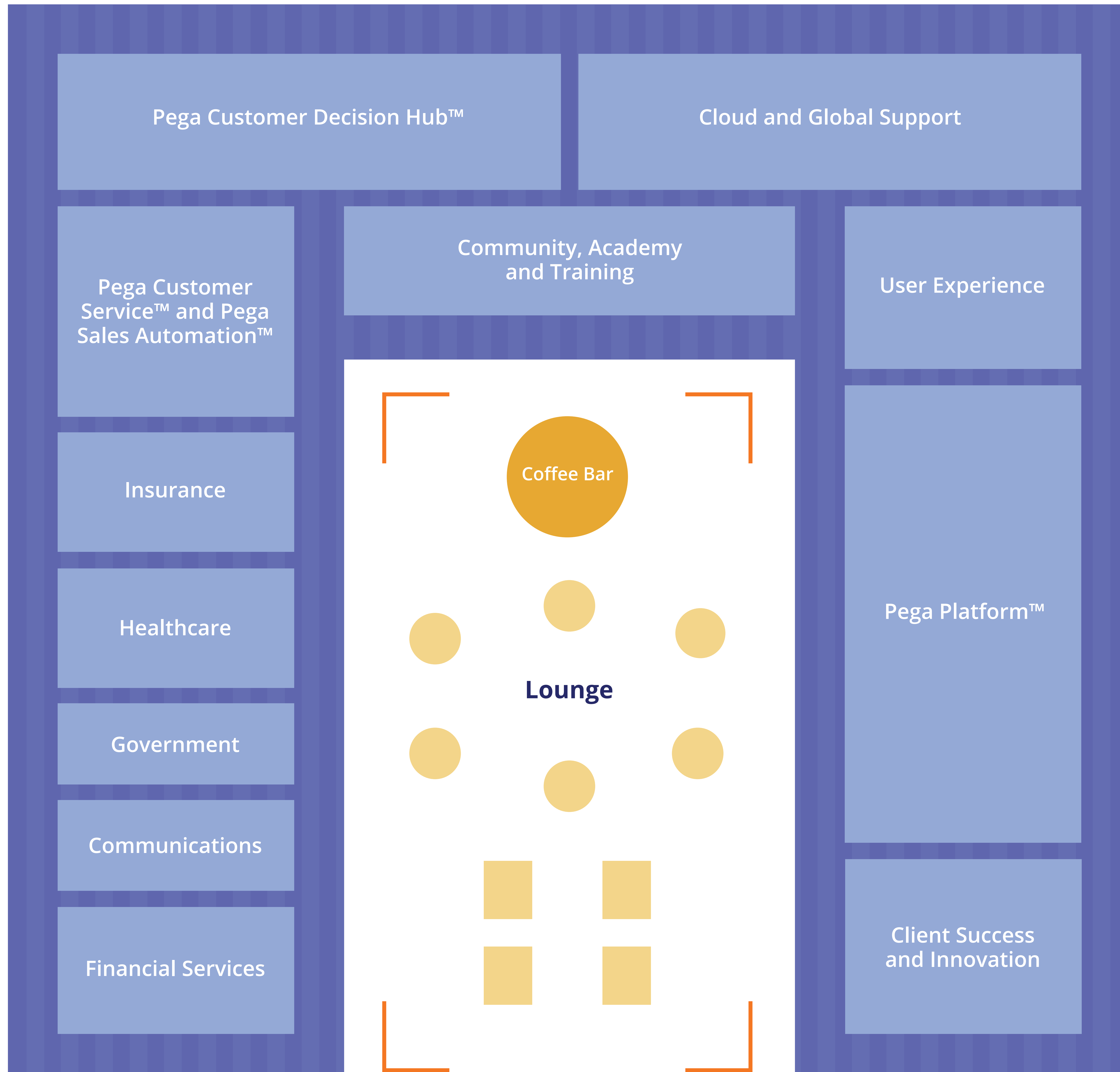


PEGA

PegaWorldiNspire

JUNE 9-11, 2024

# INNOVATION HUB MAP



Entrance





## **Pega Platform™**

Pega Platform™  
Pega GenAI Knowledge Buddy™  
Pega Process AI™  
Enterprise App Development  
Pega GenAI Blueprint™  
Pega Process Fabric®  
Case Management  
Live Data  
Service Externalization  
Connect GenAI Architecture  
Platform Security  
Process Mining  
Process Intelligence  
Pega Robotic Process Automation™

## **Pega Customer Decision Hub™**

Pega Customer Decision Hub™  
Next-Best-Action Designer  
Prediction Studio  
Strategy Optimization  
1:1 Operations Manager  
Outbound Marketing  
Data and Martech Ecosystem  
Pega Next-Best-Action Advisor®

## **Pega Customer Service™ and Pega Sales Automation™**

Pega Customer Service™ and Pega Sales Automation™  
Digital Customer Service  
Contact Center Desktop  
Customer Self-Service  
Pega Collections™  
Pega Sales Automation™

## **Healthcare**

Healthcare  
Pega Customer Service™ for Healthcare and Pega Care Management™  
Healthcare Claims and Plan Catalog Management

## **Insurance**

Insurance  
Pega Customer Service™ and Pega Sales Automation™ for Insurance

## **Financial Services**

Financial Services  
Financial Services Payment Exceptions  
Financial Services Customer Risk and Due Diligence  
Pega Customer Service™ for Financial Services

## **Government**

Government  
Pega Government Platform™

## **Communications**

Communications  
Pega Customer Service™ for Communications

## **Community, Academy and Training**

Community, Academy and Training

## **User Experience**

Insights  
Pega Constellation™  
Mobile

## **Cloud and Global Support**

Pega Diagnostic Center (PDC)  
Cloud Security and Compliance  
Pega Cloud®  
Deployment Manager Service for DevOps  
Global Client Support  
Support Center (support.pega.com)  
Migration to Pega Cloud®

## **Client Success and Innovation**

Innovate with Pega Catalyst™  
Digital Transformation Continuum  
Innovation Factory  
Pega India CoE  
Pega Modernization  
Delivering Pega with Excellence