



# ODE/NMS – Quarterly Business Review

Aligning on Vision, Priorities & Possibilities.

20 August 2025.



# Agenda

## MEETING TOPICS

### ▪ **Pega Cloud**

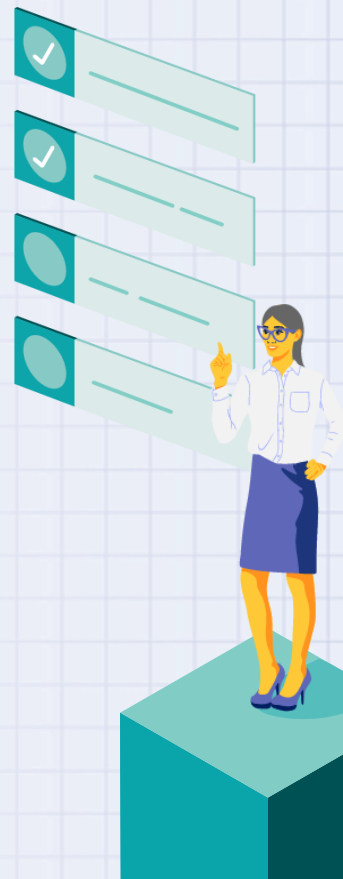
- Revisit Cloud Migration Assessment: Work Done & Recommendation
- Compliance with Regulatory Standards: FedRAMP

### ▪ **Pega roadmap**

- Pega Process AI
- Pega Agentic AI
- Pega Knowledge Buddy

### ▪ **Constellation vs. Traditional UI**

### ▪ **Exploring ACDV APIs**



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# Pega Roadmap: Process AI and Agentic AI

By Anthony Leonardi.



ALL THINGS PROCESS AI

# Operationalizing Success

How do we innovate while growing the business?

1

TODAY'S ENVIRONMENT

2

OPERATIONAL LANDSCAPE

3

WHY PROCESS AI

4

NEXT STEPS

# Likely suspects delaying AI adoption

## CHALLENGES OF AI ADOPTION



## OPERATIONALIZE AI

### Access to Resources

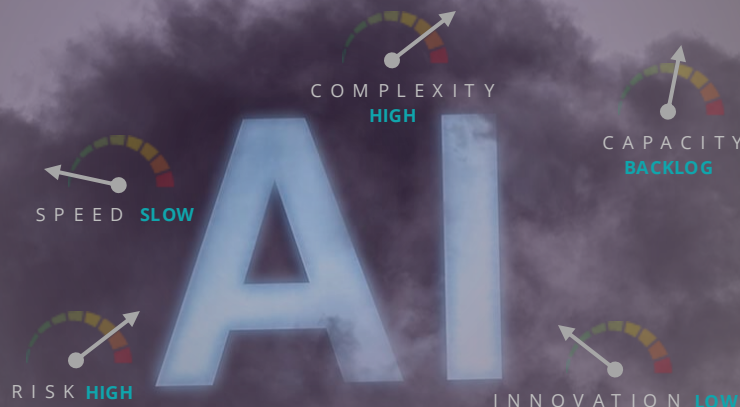
Preparing data, training models, and operationalizing AI is slow expensive, and requires a team of experts

### Complex and ever-changing policies

Organizational innovation is stymied by the inability to keep up with best practices on implementing corporate policies when using AI technologies

### High-risk manual process

Manual work and intervention is required to address compliance requirements and to monitor and respond to model performance – which increases operational cost and risk



### No-Code AI and Decisioning

Put the power of AI in the hands of the business

### Transparency and Bias Management

Easily ensure you're using AI according to corporate policies and the highest ethical standards

### Model Ops and testing new approaches

Manage AI and Decisioning Ops with just a few mouse clicks





# Improving customer experience

Including AI and decisioning at each customer interaction



## Personalize engagement

Improve sales, retention & marketing with cross-channel Next Best Action.



With  
**CUSTOMER  
DECISION HUB**

## Anticipate service

Deflect calls and increase NPS with Intelligent Virtual Assistants, pre-emptive outreach, and NBA agent recommendations.



With  
**CUSTOMER SERVICE  
& COLLECTIONS**

## Optimize operations

Reduce cycle time and improve operations effectiveness with OOTB self-learning workflows and AI model operationalization.



With  
**PROCESS AI**

## Accelerate work

From application creation, to customer engagement, to the answers you need - use Pega GenAI™ to do your work faster.



With  
**PEGA GENAI™**



Customer context



Ethical Bias



Business rules



Live data



3<sup>rd</sup> party models



Case data



Real-time events



Advanced decisioning



Predictive models



Adaptive models



Natural language  
processing



Decision feedback



Generative AI

# Forrester Leader

## AI Decisioning Platforms (2025)

**"Pega's approach is timeless** — it aims to build a platform that enables enterprises to "design for people, build for change." The company is now using AI to do that, infusing it into every platform capability, including Pega GenAI Blueprint, which enables users to generate full decisioning workflows and AI agents using natural language. Pega is firing on all cylinders with its superior vision, innovation, roadmap, partner ecosystem, adoption, and support services."

### AI Decisioning Platforms Wave Report (2025) Forrester Research

According to Forrester, enterprises must blend human expertise, business rules, and machine intelligence to compete in the modern marketplace. **Pega Process AI** was selected as a leader in this evaluation with perfect (5.0) scores in the following categories:

- Data Modeling & Integration
- Decision Testing
- Cohesive Experience
- Observability & Extensibility
- Strategic Vision
- Roadmap & Innovation
- Partner Ecosystem
- User Adoption
- Supporting Services



# Millions in Annual Savings with Pega Process AI's Intelligent Claims Prioritization

Top 5  
Healthcare  
Payer

**\$7+ million**

savings from reducing SLA penalties

**\$3+ million**

savings in overtime

**\$6+ million**

administrative cost savings through increased efficiency

## CHALLENGES

## SOLUTION





**Pega GenAI  
Blueprint**

*"Pega GenAI Blueprint enables users to generate full decisioning workflows and build AI agents using natural language"*

**Workflow and  
Decisioning  
Tools**

**Agentic  
Strategy**

**Customer  
Feedback**

*"Implementing the Pega Platform broke down customer data silos, unified processes, and most importantly, enabled hyper-personalization for millions of consumers."*

**Pega Infinity Platform  
(Process AI)**

Most AI approaches?

**Black box.**

Free form  
**Planning**



Ad hoc  
**Execution**



Unpredictable  
**Outputs**

How can you ensure predictability

# At scale?

You will be  
**refunded**



You've been  
**approved**



You're not  
**eligible.**



Your claim is  
**rejected.**



We don't  
have you  
**on file.**





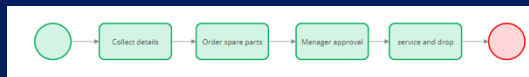
What if you could have  
the power of agents



with the  
predictability of workflows?

Deterministic

**Automate the same way,  
every time.**



Workflows are  
**Predictable**



**Follow rules & regulations,  
repeatably**

Rules & logic



**Prioritize work and  
manage deadlines**

SLA tracking & escalation

Assignment	Due In	Priority
Investigate Fraudulent Activity	6d 3h	30
Process Claims Payment	4d 1h	60
Request for payment extension	3d	80
Prepare Sales Proposal	1mo	20

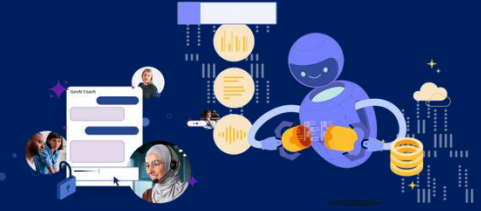
**Review customer information  
due in 8 hours**



# Predictable AI Agents



Intelligent, flexible  
**Design Agents**  
Pega Blueprint



**Automation Agents**  
AI Agent Designer



**Conversation Agents**  
Pega AgentX



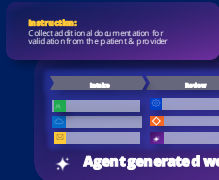
**Knowledge Agents**  
Pega Knowledge Buddy



**Coaching Agents**  
Pega Coach



Governed  
**Ad-Hoc Process Agents**  
Dynamic AI Workflows



# Fully governed conversation agents

Guided by Structured Pega AgentX Workflows



**Agent  
Collaboration**  
Pega or 3<sup>rd</sup>  
party



**Self-service**  
For customers  
& employees



**AgentX API**

Conversational  
interface. MCP & A2A  
compliant.

## ✦ Agentic workflows fuel Agent Experiences with

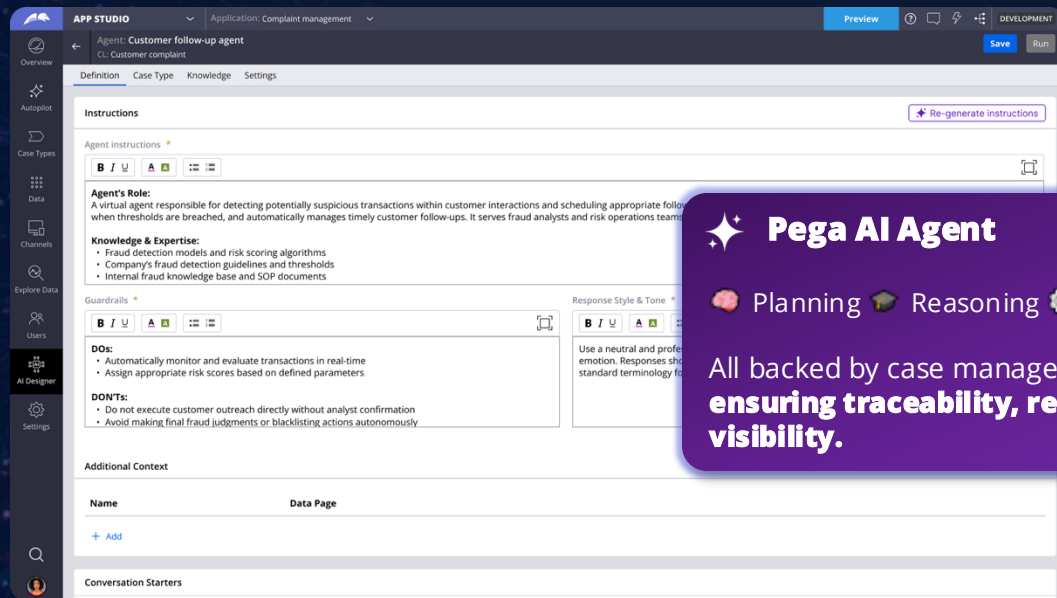
- What **data** needs to be collected
- What **validations** need to be done
- What **business rules** need to be run
- What **systems** need to be updated
- Where work should be **routed**
- How **urgency & SLAs** should be managed



Core processes

# Fully autonomous agentic automation

Pega Task Agent Performs the Work



## 🌟 Pega AI Agent

🧠 Planning 🎓 Reasoning ⚙️ Execution

All backed by case management –  
**ensuring traceability, reporting, and visibility.**



Conduct research



Analyze documents



Perform analysis



Generate summaries



Recommend decisions

Integrate with 3<sup>rd</sup> party agents MCP & A2A



# Monitor & Audit Agentic AI

## PEGA PREDICTABLE AI™ AGENT TRACER

Ensure AI agents are behaving well at scale.

Track, audit **agents**, troubleshoot, & report on agent interactions across the operation.

### Agent tracer

Agent

User seeks claim appeal status and resolution options

Total processing time

27s 733.257ms

Total tokens

5641

Refresh

>	System	Duration	Tokens
	Agent configuration	1.418ms	2964
	User		Tokens
	Find claim appeal ...		362
>	Agent	Duration	Tokens
	I'd be happy to he...	2s 599.339ms	51
	User		Tokens
	CLM123456		3
>	Agent	Duration	Tokens
	I've found the app...	8s 143.272ms	447
	User		Tokens
	update claim with...		9
	Agent	Duration	Tokens
	I'll help you updat...	29s 666.319ms	289
	Agent	Duration	Tokens
	Processing	3s 903.02ms	120
	Tool	Duration	Tokens
	UpdateClaimInf...	22s 593.406ms	97
	Agent	Duration	Tokens
	Response	3s 169.893ms	72
	User		Tokens
	june 23 2025		4
>	Agent	Duration	Tokens
	Great! I've success...	26s 26.88ms	463

Agent

Great! I've successfully updated your claim with the Dat...

Duration

26s 26.88ms

Tokens

463

Summary

Total tool calls

1

Total LLM calls

2

Response

Copy

Great! I've successfully updated your claim with the Date of Service information.

Update Confirmation:

- Claim Number: CLM123456
- Date of Service: June 23, 2025
- Insured: John Doe
- Type: Appeal related to Prior Authorization

Your update has been submitted and will be reviewed by the claims team. You can track this request using reference number U-12.

The additional information you provided should help move your appeal forward. The claims team will review your updated information and continue processing your appeal.

Is there anything else you need help with regarding your claim today?

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# Pega Knowledge Buddy

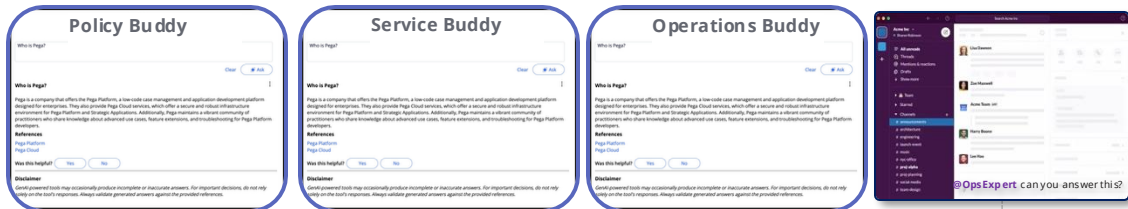
By Cord Cantrelle.



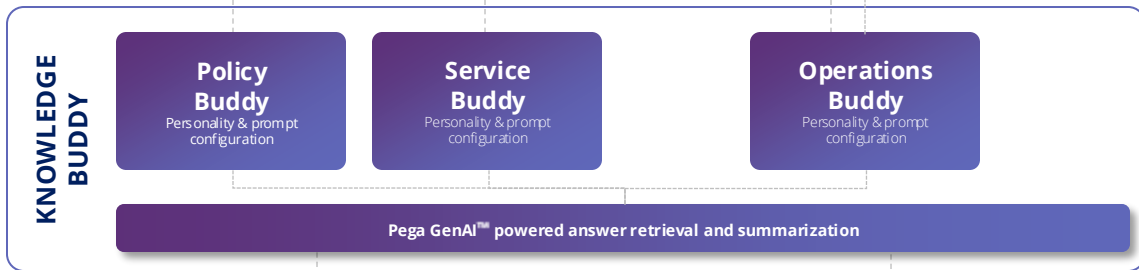
# Bring your knowledge to where your users are

Quickly point Knowledge Buddy at the documents, web pages, and content to import

Then plug Knowledge Buddy into your existing user apps, chat, and channels



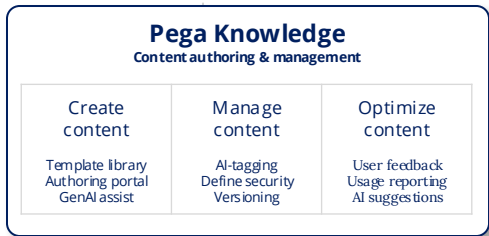
**Plug into existing customer & employee channels**



**Quickly configure & test AI-powered assistants**

**Get instant AI powered answers**

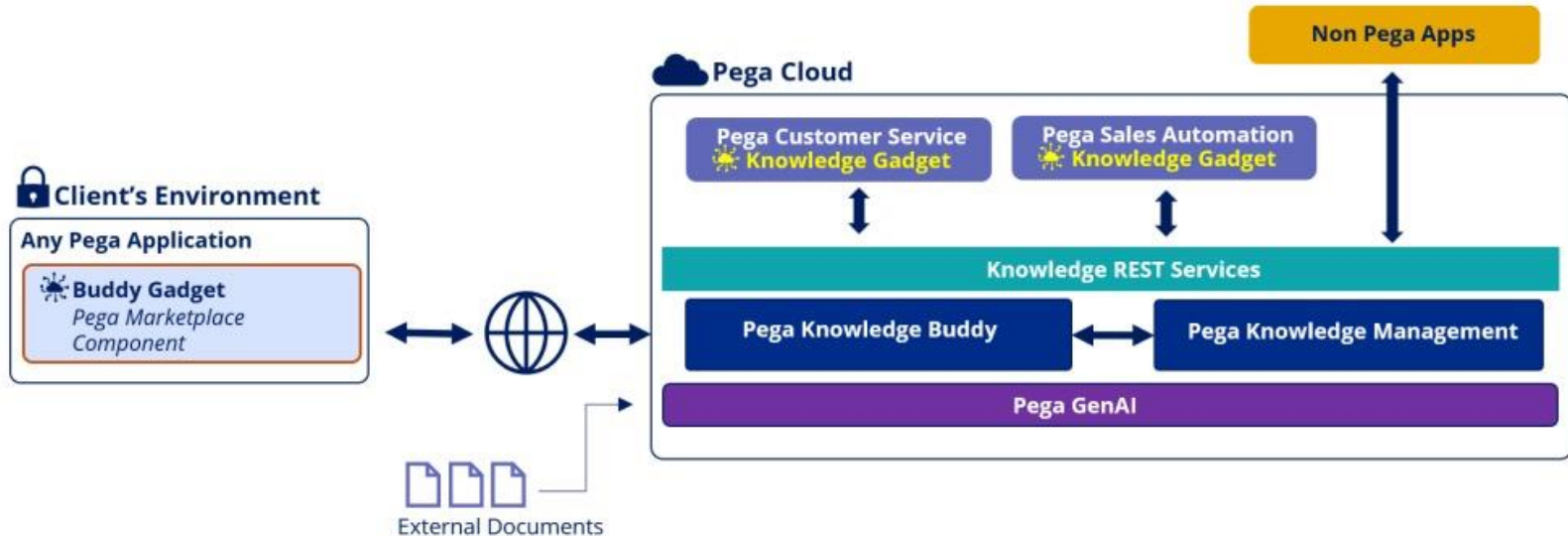
**Import your existing content**



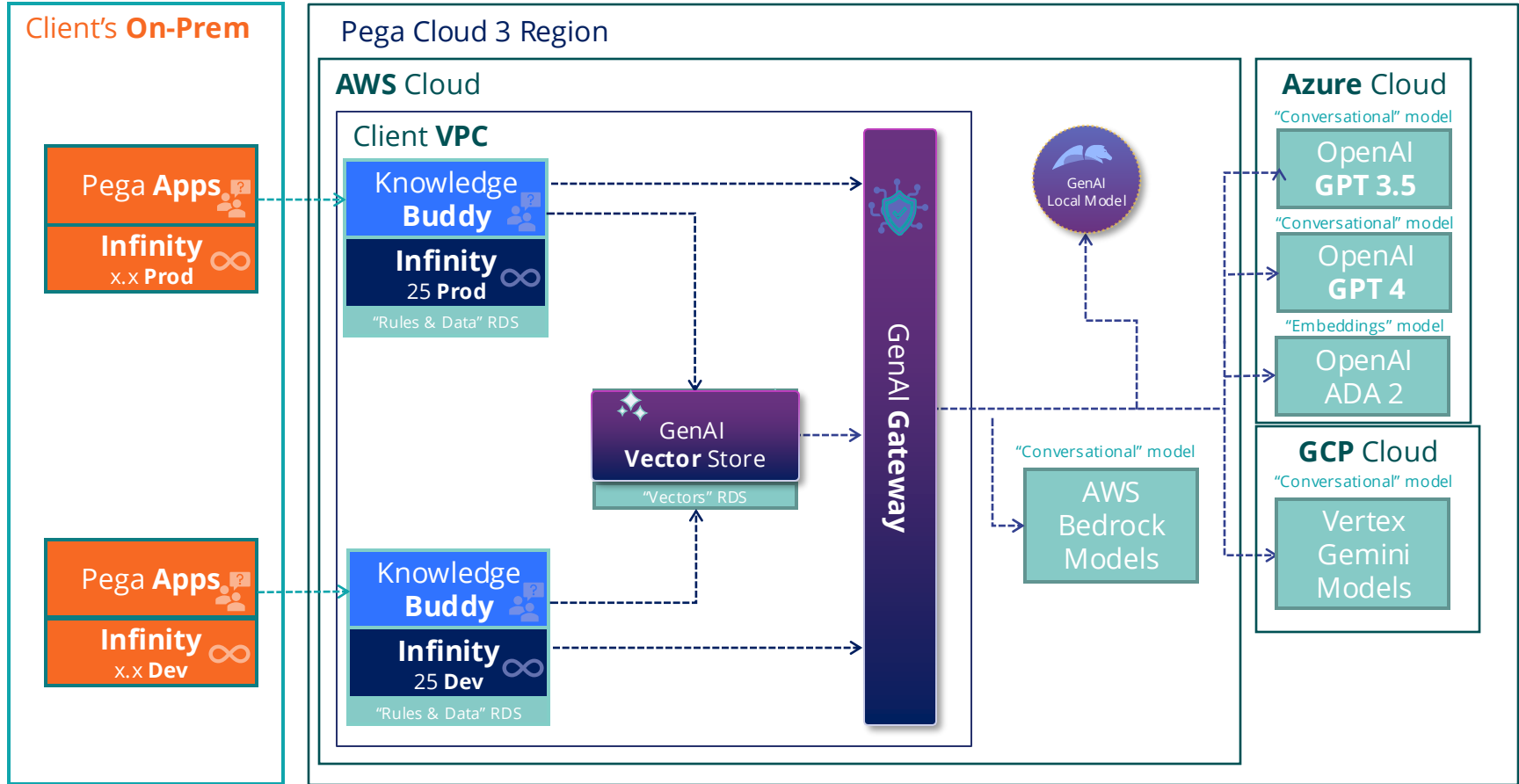
# Knowledge Buddy Architecture

## Knowledge Ecosystem

GenAI powered enterprise knowledgebase



# Pega Knowledge Buddy™ Architecture



# LLM Models Supported

Pega Version	LLM infrastructure	LLM	LLM versions*
'24.1	Microsoft Azure Open AI	GPT 3.5 ( <u>default</u> )	<ul style="list-style-type: none"> <li>• Current: gpt-35-turbo-1106</li> <li>• Next: gpt-35-turbo-1106</li> </ul>
'24.2	Microsoft Azure Open AI	GPT 3.5	<ul style="list-style-type: none"> <li>• Current: gpt-35-turbo-1106</li> <li>• Next: gpt-35-turbo-1106</li> </ul>
	Microsoft Azure Open AI	GPT 4o mini ( <u>default</u> )	<ul style="list-style-type: none"> <li>• Current: gpt-4o-mini-2024-07-18</li> <li>• Next: gpt-4o-mini-2024-07-18</li> </ul>
	Microsoft Azure Open AI	GPT 4o mini ( <u>default</u> )	<ul style="list-style-type: none"> <li>• Current: gpt-4o-mini-2024-07-18</li> <li>• Next: gpt-4o-mini-2024-07-18</li> <li>• Deprecated: gpt-4o-mini-2024-07-18</li> </ul>
	AWS Bedrock	Anthropic Claude 3 Haiku	
	Google Vertex	Gemini Flash 1.5	
'25.1	AWS Bedrock	Anthropic Claude 3 Haiku	
	Google Vertex	Gemini Flash 1.5	
	Microsoft Azure Open AI	GPT 4o mini	

# Credit Union

## *Transforming Knowledge Access: A Leap in User Experience and Efficiency*

### Background

- This credit union is one of the United States Premier Credit Unions with over 500,000 members
- The credit union sought a solution to transform agent interactions with organizational knowledge

### The Challenge

- Manual search methods resulted in inefficiencies, slowing down workflows, and affecting overall productivity.
- The credit union was looking for an intelligent, responsive system that ensures rapid, high-satisfaction user experiences

### The Solution

- Partnered with Pega to implement Pega Knowledge Buddy (KB), a Gen AI-powered tool designed to assist in the fast and intelligent retrieval of knowledge across the organization
- Achieved immediate value with an 80.29% overall satisfaction rate
- Standardized information delivery across teams, which improved alignment with contact center goals

**25+ Sec**  
AHT Reduction



# US Insurance Company

## *Transforming Agent Efficiency with AI-powered answers*

### Background

- With over 100 years of service, this insurance company offers a wide variety of products, including workers compensation insurance, liability insurance, building insurance and more
- The company wanted a solution that would elevate customer service and drive efficiency

### The Challenge

- Agents spent too much time trying to find the right answer
- Answers were inconsistent, and agents were becoming frustrated

### The Solution

- Partnered with Pega to implement Pega Knowledge Buddy (KB), a Gen AI-powered tool designed to assist in the fast and intelligent retrieval of knowledge across the organization
- Received value within four weeks
- Reduction in search time boosted productivity

**4 Weeks**

From inception to Go-Live

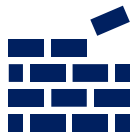
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# Constellation vs. Traditional UI

Pega Infinity User Experience Approach

By Anthony Leonardi.

# Traditional to Constellation: A Shift in Approach



## Customization

*"Build any UI you want,  
from the ground up, by  
branching code"*



## Configuration

*"Build a modern, powerful UI that  
exemplifies great UX and drives  
business results.*

*And do it with a prescriptive  
presentation, powered by flexible  
orchestration."*

# Prescribed presentation + Flexible orchestration

## Constellation Design System

- Library of cohesive UI templates, patterns and software components
- Contains prescribed navigation, workflows, and information architecture
- Enables teams to deliver Pega application experiences consistently and efficiently

## Constellation Architecture

- Low-code, easy, consistent and error-proof configurability in App Studio
- Modern web-standard (React, Redux, Node.js)
- Better separation of concerns for **easier maintenance and upgrading**
- An **open**, API-based, industry-leading architecture that allows front-end developers to both extend and, in some cases, replace the front-end experience.

# Traditional vs. Constellation Key Differences

	Constellation UI	Traditional UI
UI Architecture	View based	Section based
DX API	Constellation DX API (V2)	Traditional DX API (V1)
API Calls	Stateless*	Stateful <sup>⌘</sup>
Customization	Prescriptive	Extensive
Development environment	App Studio	App/Dev Studio

⌘ The server must keep track of the current state of the client's session, including all information necessary to identify the client and its current form.

\* API calls can be made independently of one another, and each call contains all of the data necessary to complete itself successfully. **Stateless UI's are faster and more extensible.**



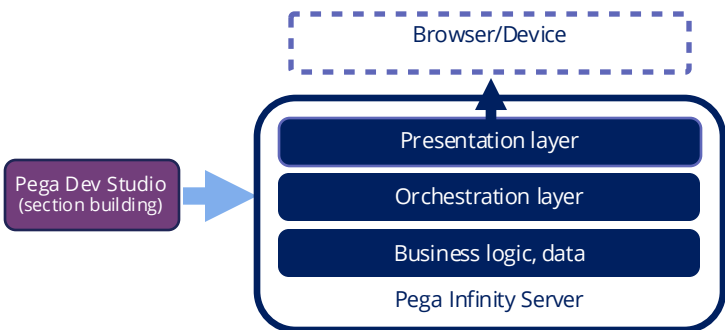
# Pega Infinity Constellation Modern Architecture

## Traditional architecture

### No Code building blocks built in Dev Studio

- Pros
  - Well, you can do anything you want!
- Cons
  - More dev work & rule maintenance
  - Harder upgrades , specialized rules
  - Slower performance
  - Inconsistent UX patterns, spacing
  - More difficult to learn
  - More difficult to pick up others dev work

### Traditional UI architecture (“section-based”)

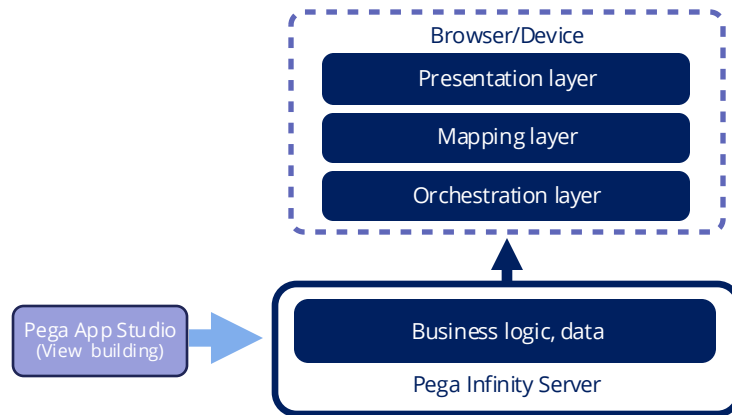


## Constellation modern architecture

### Configure components that build blocks for you

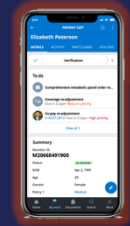
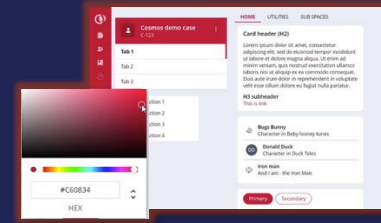
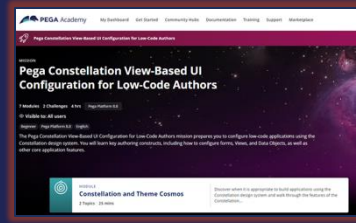
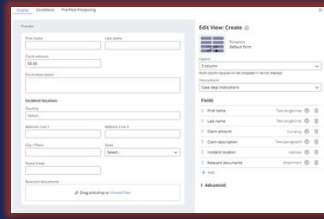
- Pros
  - Quicker time to value
  - Massive Upgrade Improvements
  - End User Productivity based on proven UX patterns
  - **Accessibility** improvements built in
  - Consistency increases learnability, less training, more resources
  - Easier to continue others configuration work
  - Flexibility with alternate design system support through SDKs
- Cons
  - Less UX Specialization

### Constellation UI architecture (“view-based”)



Mission: Accelerate UX design & development time by 10x.

# Why Pega Infinity Constellation



## Faster to build

Give your authors an outcome-based authoring experience that's accelerates the pace of change for your applications

## Easier to Learn

Learning Pega Infinity Constellation doesn't require knowing deep UX constructs, and learning is Pega GenAI assisted

## More Flexible

Seamlessly plug workflows into your existing employee & customer front-ends with lower effort & TCO.

## Easier to Brand

Deploy employee-facing apps which adopt your brand in just a few clicks.

## Accessibility First

Develop workflows & UX with built-in accessibility and responsiveness.

**Business, IT, & design collaboration on outcomes**

# Pega Infinity User Experience

Preparing for Pega Infinity Constellation

# Where can I learn more

## Videos, Training and Documentation

### Pega Community Video Library

<https://pe.ga/48eOoQV>

**PEGA Community** Get Started Documentation Community Hub Training Forums Support Marketplace

**VIDEO LIBRARY**  
**What's New**  
Get high-level overviews and demonstrations of the latest Pega Product features.

**Latest What's New Videos**

- Pega 8.6 Update: Make Smart Apps Simple: Conversational Channels**  
Steve Boly, Vice President, Product Development, Chat with Matt Lake, Director of Multichannel Technology, about the newest features of conversational channels in Pega 8.6.
- Pega 8.6 Update: What's New in Sales Automation**  
Rebecca Miller, Product Strategy Manager, CRM, Chat with Frank Martin, Director, Sales Automation, about the latest features for Pega Sales Automation 8.6.
- Pega 8.6 Update: Architecture Evolution**  
In this video, Steve Boly, Vice President, Product Engineering, Chat with Kate Saliba, Senior Director, Product Engineering, Runtime Engine, about all the exciting new features of Architecture...

[View All What's New Videos](#)

### Pega Academy Training

<https://pe.ga/3PdXOnf>

**PEGA Academy** My Dashboard Get Started Documentation Community Hub Training Forums Support Marketplace

**Language**  
Choose

**Library**  
Product Training

**Type**  
☐ Mission  
☐ Module  
☐ Challenge

**Visibility**  
☐ Public only

**Skill Level**  
☐ Beginner  
☐ Intermediate

**Product**  
Pega Platform 8.7

**Capability**  
☐ Case Management  
☐ Data Integration  
☐ Enterprise Application Development  
☐ Design-Driven Studio  
☐ Low-Code App Development  
☐ App Studio  
☐ Performance  
☐ Mobile  
[Show more](#)

**Role**  
☐ Business Architect  
☐ Data Scientist  
☐ User Experience Designer

- Low-Code App Builder**  
10 modules | 1 Challenge | 10 hrs 10 mins  
[PegaPlatform8.7](#)  
Visible to only the following members: Pega
- Low-Code App Builder Extended**  
1 mission | 10 modules | 14 Challenges | 22 hrs 40 mins  
[PegaPlatform8.7](#)  
Visible to only the following members: Pega
- Low-code defined**  
4 topics | 48 mins  
[PegaPlatform8.7](#)  
Visible to only the following members: Pega
- Pega UX solutions**  
4 topics | 1 hr  
[PegaPlatform8.7](#)  
Visible to only the following members: Pega
- Introduction to Pega Platform**  
15 modules | 7 hrs 45 mins  
[PegaPlatform8.7](#)

### Pega Documentation

<https://pe.ga/39N4HL2>

**PEGA Documentation** Get Started Documentation Community Hub Training Forums Support Marketplace

**What's New in Pega Platform**  
Low-code Application Development  
Updated on December 8, 2021

**Low-code Application Development**  
Application Development tools help you create high-quality, efficient, and flexible applications. Key enhancements in this release of Pega Platform™ focus on expanding App Studio functionality to further support the Pega Express™ Delivery Approach, improve application performance, and expand a variety of low-code tools to meet more needs of citizen developers. For example, you can now create decision tables directly in App Studio to calculate field values automatically at run time, so that your application can provide the best tailored solutions in dynamically changing scenarios. For example, an application can select the most appropriate car insurance offer based on a driver's experience and car condition.

To promote low-code solutions and empower citizen developers, you can create configurations whose values users can modify at run time to provide flexible application behavior. In a sample scenario with a banking application, an application administrator can adjust limits for a bank account at run time, simply by providing a new value, without logging in to any configuration portal, as in the following example:

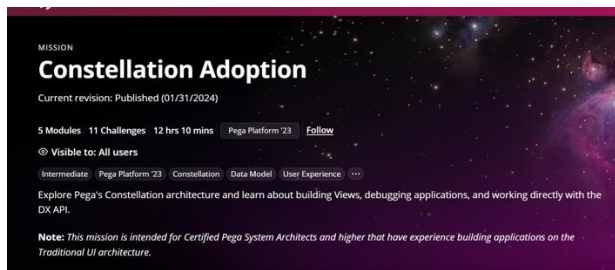
**Administration**

**Configurations**  
Account policies  
User preferences  
All configurations

**Account policies**  
Account type  
Gold  
An account type to offer to a new customer based on customer's income.  
Add credit card  
Offer a credit card to every newly opened account.  
Loan limit  
10000  
Maximum loan amount that a customer can obtain.

# Preparation for Constellation Adoption

## Key Pega Academy Course on Adoption



**MISSION**  
**Constellation Adoption**  
Current revision: Published (01/31/2024)

5 Modules 11 Challenges 12 hrs 10 mins Pega Platform 23 Follow

Visible to: All users

Intermediate Pega Platform 23 Constellation Data Model User Experience

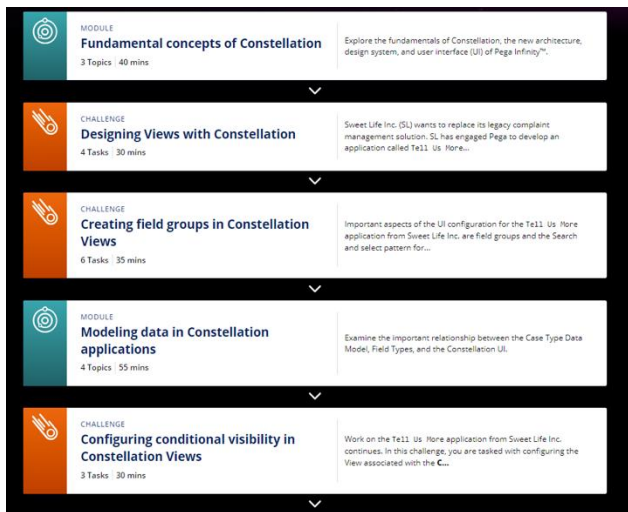
Explore Pega's Constellation architecture and learn about building Views, debugging applications, and working directly with the DX API.

**Note:** This mission is intended for Certified Pega System Architects and higher that have experience building applications on the Traditional UI architecture.

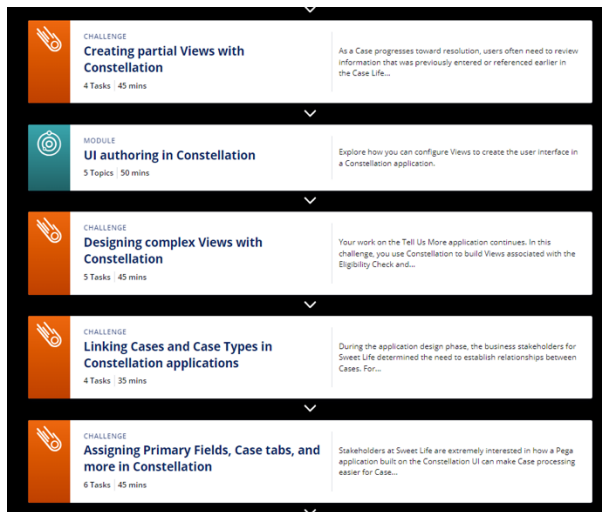
## Pega Infinity Constellation Adoption Course

This course is key to your success in learning Pega Infinity Constellation

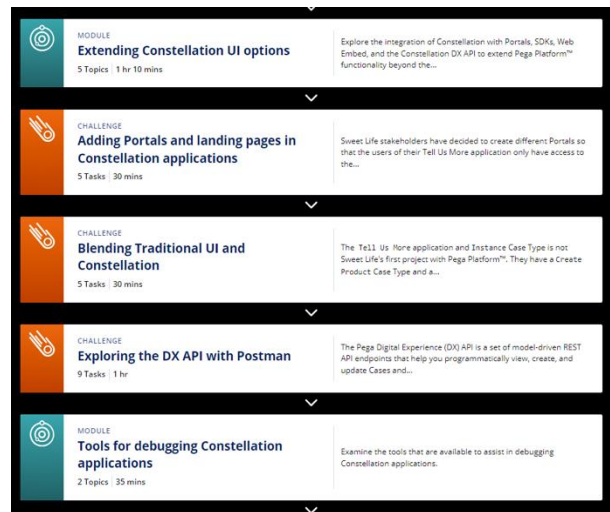
<https://academy.pega.com/mission/constellation-adoption/v1>



Module	Challenge
<b>Fundamental concepts of Constellation</b> 3 Topics 40 mins	Explore the fundamentals of Constellation, the new architecture, design system, and user interface (UI) of Pega Infinity™.
<b>Designing Views with Constellation</b> 4 Tasks 30 mins	Sweet Life Inc. (SL) wants to replace its legacy complaint management solution. SL has engaged Pega to develop an application called Tell Us More...
<b>Creating field groups in Constellation Views</b> 6 Tasks 35 mins	Important aspects of the UI configuration for the Tell Us More application from Sweet Life Inc. are field groups and the Search and select pattern for...
<b>Modeling data in Constellation applications</b> 4 Topics 55 mins	Examine the important relationship between the Case Type Data Model, Field Types, and the Constellation UI.
<b>Configuring conditional visibility in Constellation Views</b> 3 Tasks 30 mins	Work on the Tell Us More application from Sweet Life Inc. continues. In this challenge, you are tasked with configuring the View associated with the C...



Challenge	Module
<b>Creating partial Views with Constellation</b> 4 Tasks 45 mins	As a Case progresses toward resolution, users often need to review information that was previously entered or referenced earlier in the Case Life...
<b>UI authoring in Constellation</b> 5 Topics 50 mins	Explore how you can configure Views to create the user interface in a Constellation application.
<b>Designing complex Views with Constellation</b> 5 Tasks 45 mins	Your work on the Tell Us More application continues. In this challenge, you use Constellation to build Views associated with the Eligibility Check and...
<b>Linking Cases and Case Types in Constellation applications</b> 4 Tasks 35 mins	During the application design phase, the business stakeholders for Sweet Life determined the need to establish relationships between Cases. For...
<b>Assigning Primary Fields, Case tabs, and more in Constellation</b> 6 Tasks 45 mins	Stakeholders at Sweet Life are extremely interested in how a Pega application built on the Constellation UI can make Case processing easier for Case...



Module	Challenge
<b>Extending Constellation UI options</b> 5 Topics 1 hr 10 mins	Explore the integration of Constellation with Portals, SDKs, Web Embed, and the Constellation DX API to extend Pega Platform™ functionality beyond the...
<b>Adding Portals and landing pages in Constellation applications</b> 5 Tasks 30 mins	Sweet Life stakeholders have decided to create different Portals so that the users of their Tell Us More application only have access to the...
<b>Blending Traditional UI and Constellation</b> 5 Tasks 30 mins	The Tell Us More application and Instance Case Type is not Sweet Life's first project with Pega Platform™. They have a Create Product Case Type and a...
<b>Exploring the DX API with Postman</b> 9 Tasks 1 hr	The Pega Digital Experience (DX) API is a set of model-driven REST API endpoints that help you programmatically view, create, and update Cases and...
<b>Tools for debugging Constellation applications</b> 2 Topics 35 mins	Examine the tools that are available to assist in debugging Constellation applications.

# Preparation for Constellation Adoption

## Key Pega Knowledge Articles

### **NEXT Steps: Recommended Academy Courses**

- **Low-Code App Builder & Low-Code App Builder Extended**

<https://academy.pega.com/mission/low-code-app-builder/v6>

<https://academy.pega.com/mission/low-code-app-builder-extended/v6>

### **Key Documentation Articles**

- **Changes and limitations: some notes on how things changed**

<https://docs.pega.com/bundle/platform-23/page/platform/user-experience/constellation-limitations.html>

- **Working with Views: why do I need those?**

<https://docs.pega.com/bundle/platform/page/platform/user-experience/working-views.html>

- **Configuring Views: overview of how we populate Views (more details in child articles)**

<https://docs.pega.com/bundle/platform/page/platform/user-experience/configuring-views.html>

- **Goodbye to Action Sets**

<https://community.pega.com/blog/goodbye-action-sets-cosmos-react-yes-good-reason>

- **Data Pages in Constellation**

<https://docs.pega.com/bundle/platform-88/page/platform/data-integration/data-pages-constellation.html>

- **Taxonomy: which UX bit is which?**

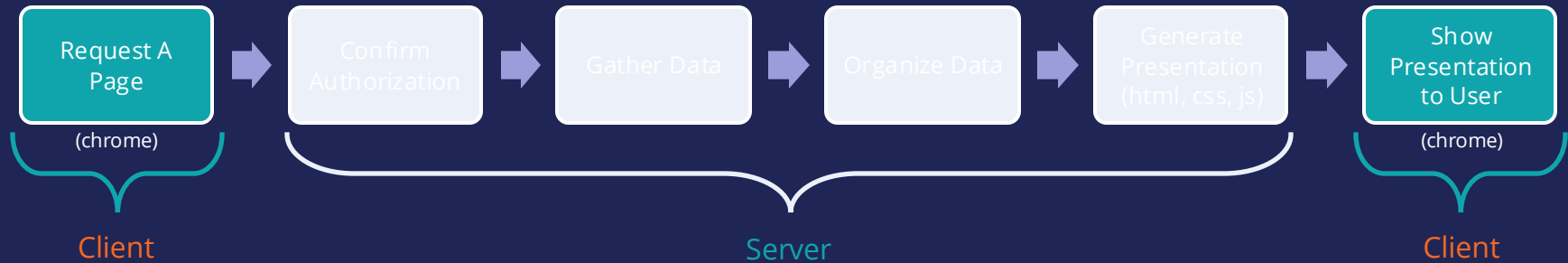
<https://docs.pega.com/bundle/platform/page/platform/user-experience/constellation-taxonomy.html>

# Traditional → Constellation

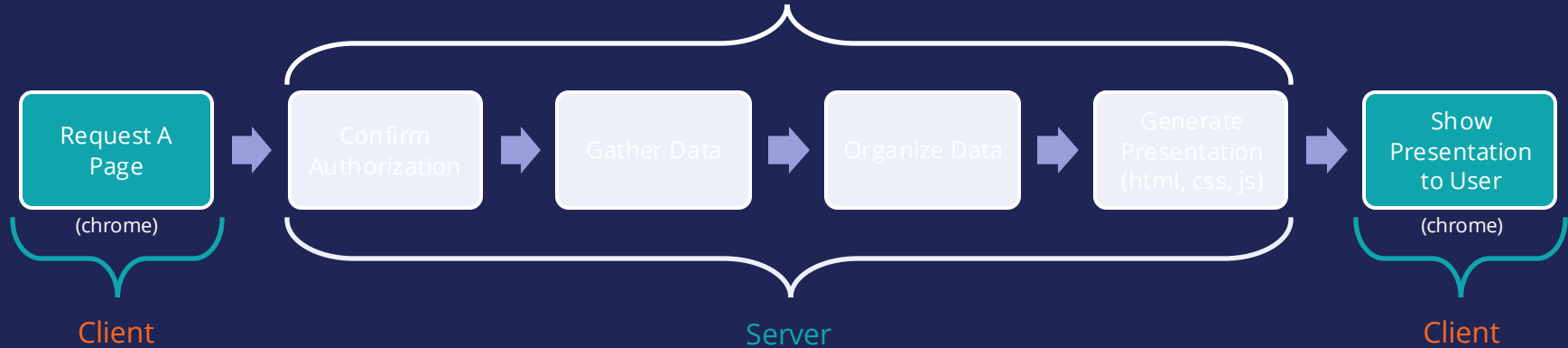
Architecture Crash Course



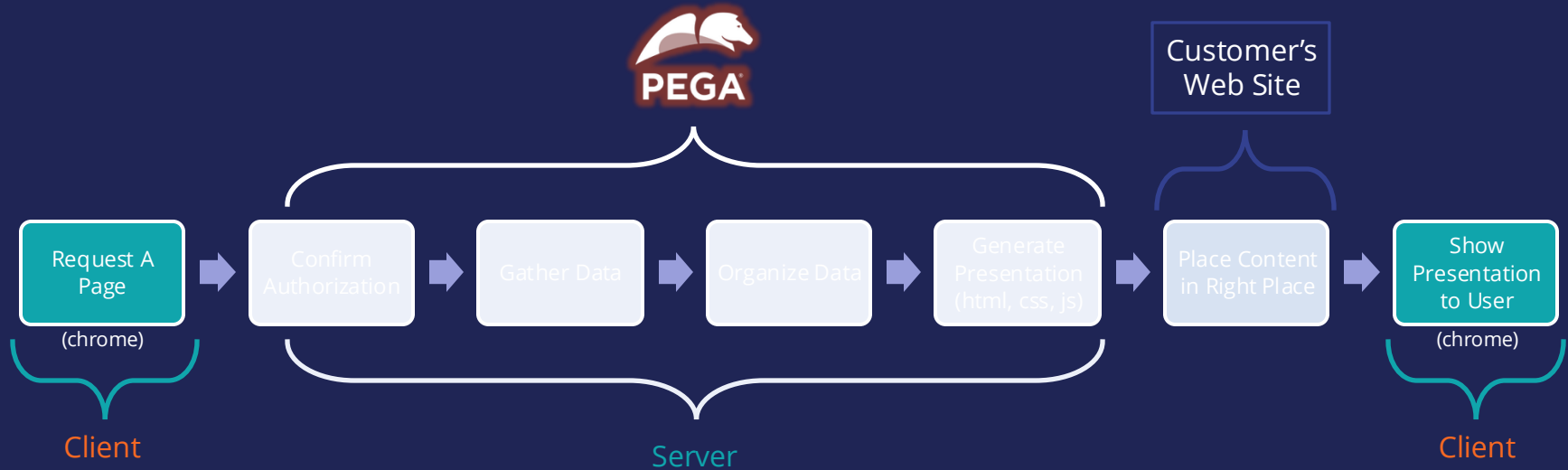
# Traditional Architecture



# Traditional Architecture

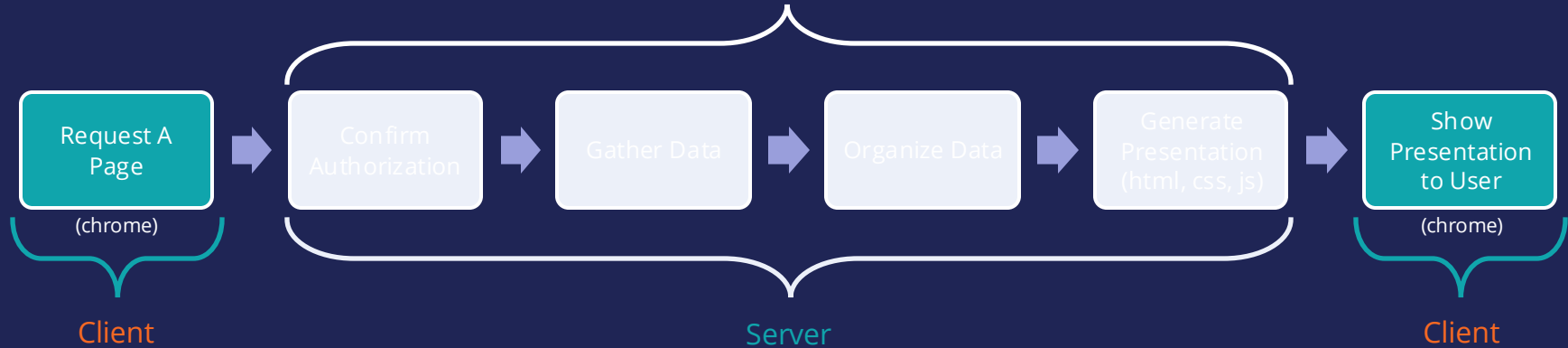


# Traditional Architecture



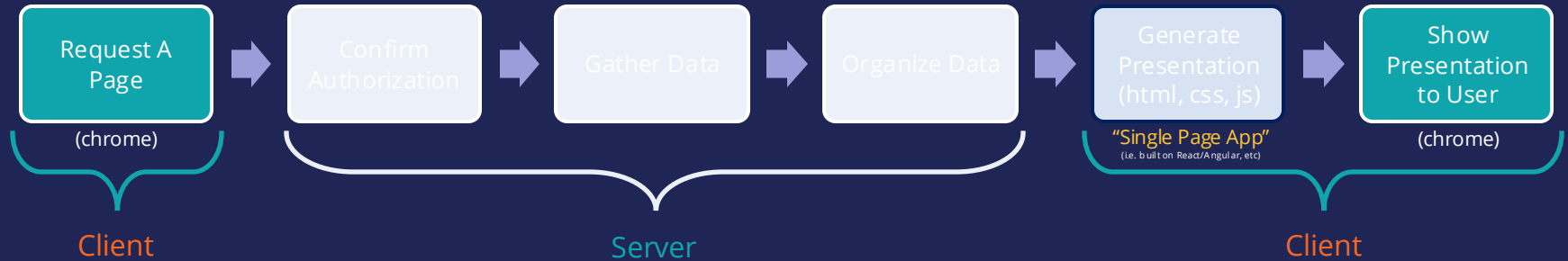
Web Mashup (iFrame)

# Traditional Architecture



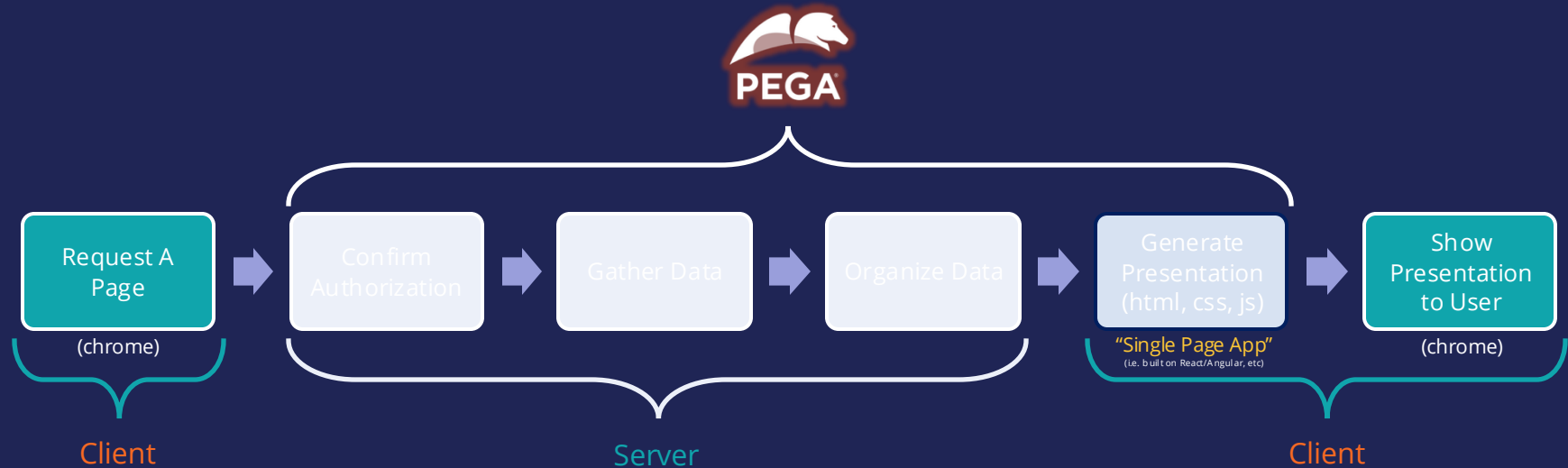
# Constellation Architecture

(a modern approach to web-application architecture)



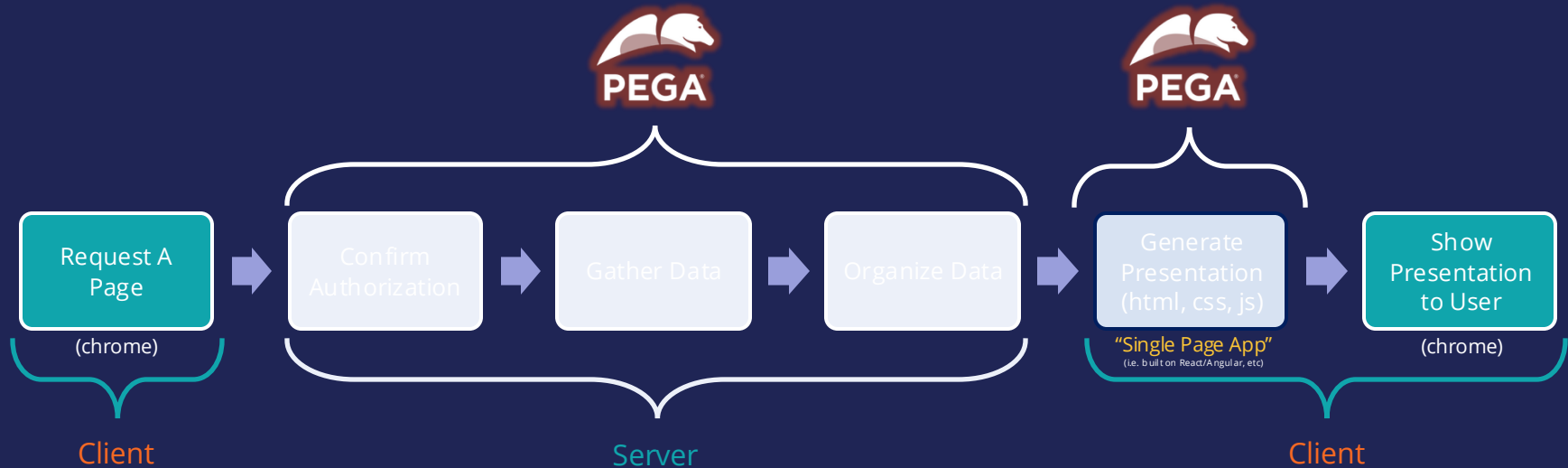
# Constellation Architecture

(a modern approach to web-application architecture)



# Constellation Architecture

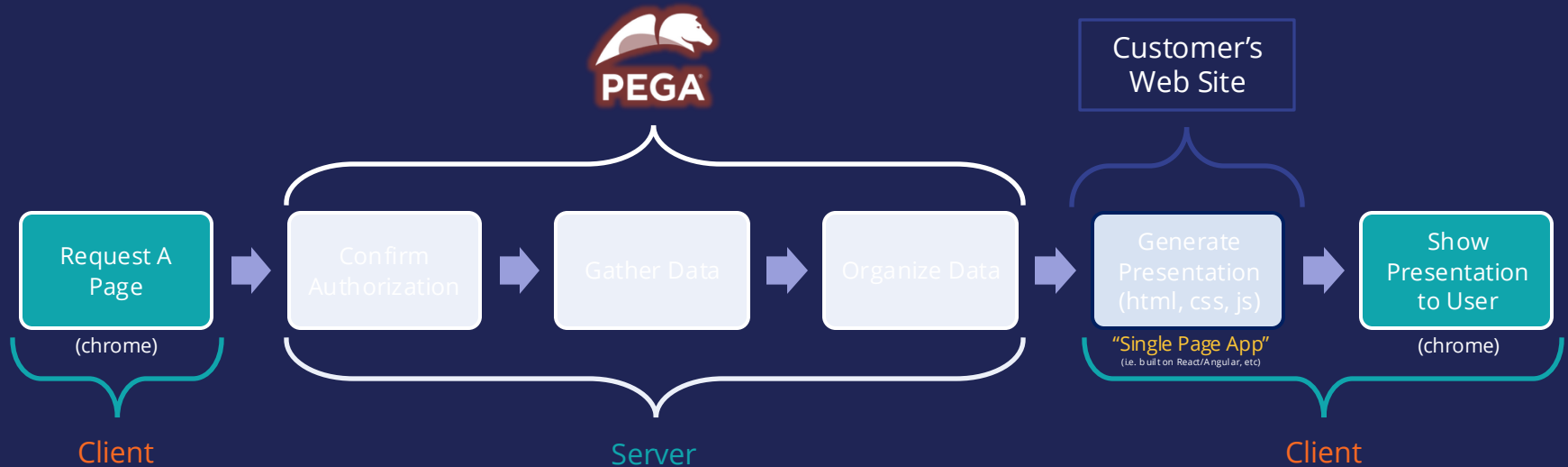
(a modern approach to web-application architecture)





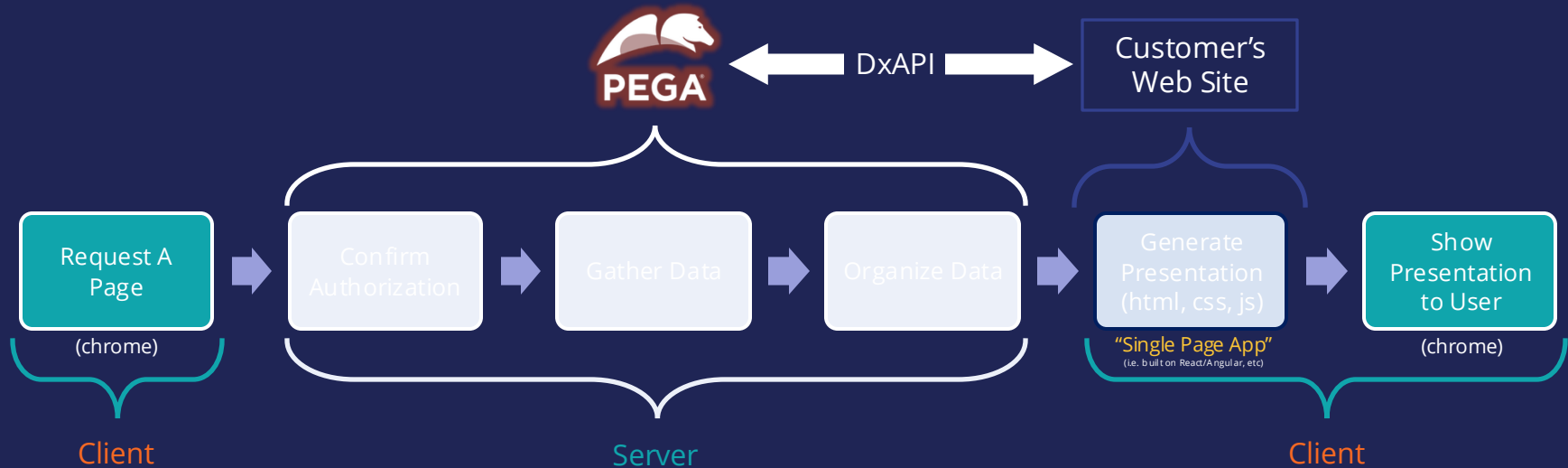
# Constellation Architecture

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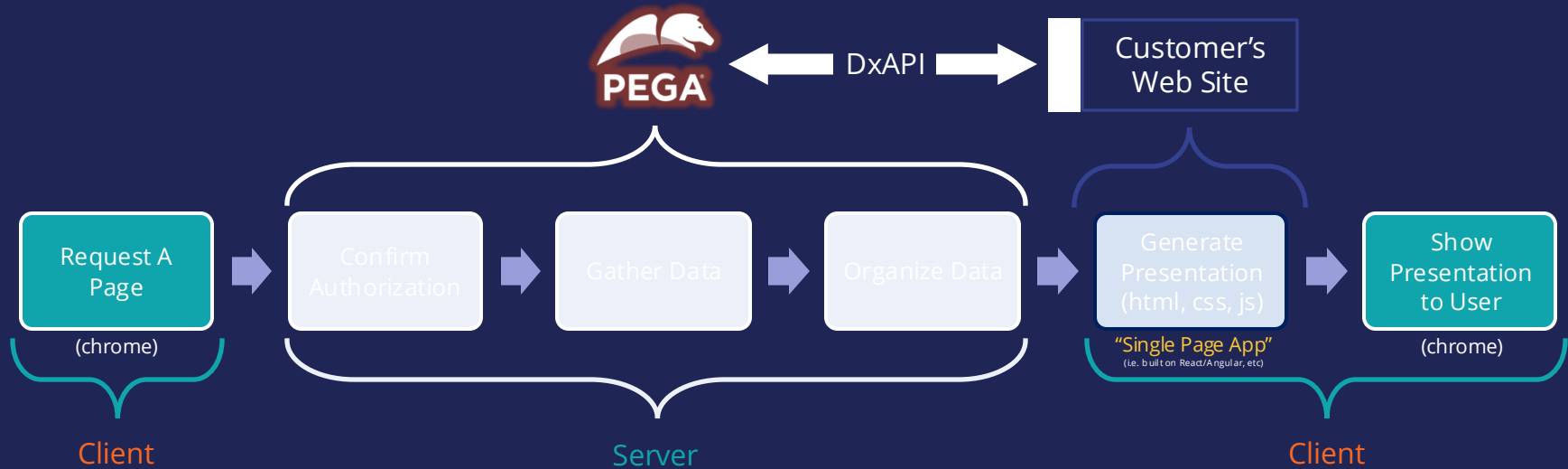
# Constellation Architecture

(a modern approach to web-application architecture)



# Constellation Architecture

(a modern approach to web-application architecture)



# The Constellation stack

