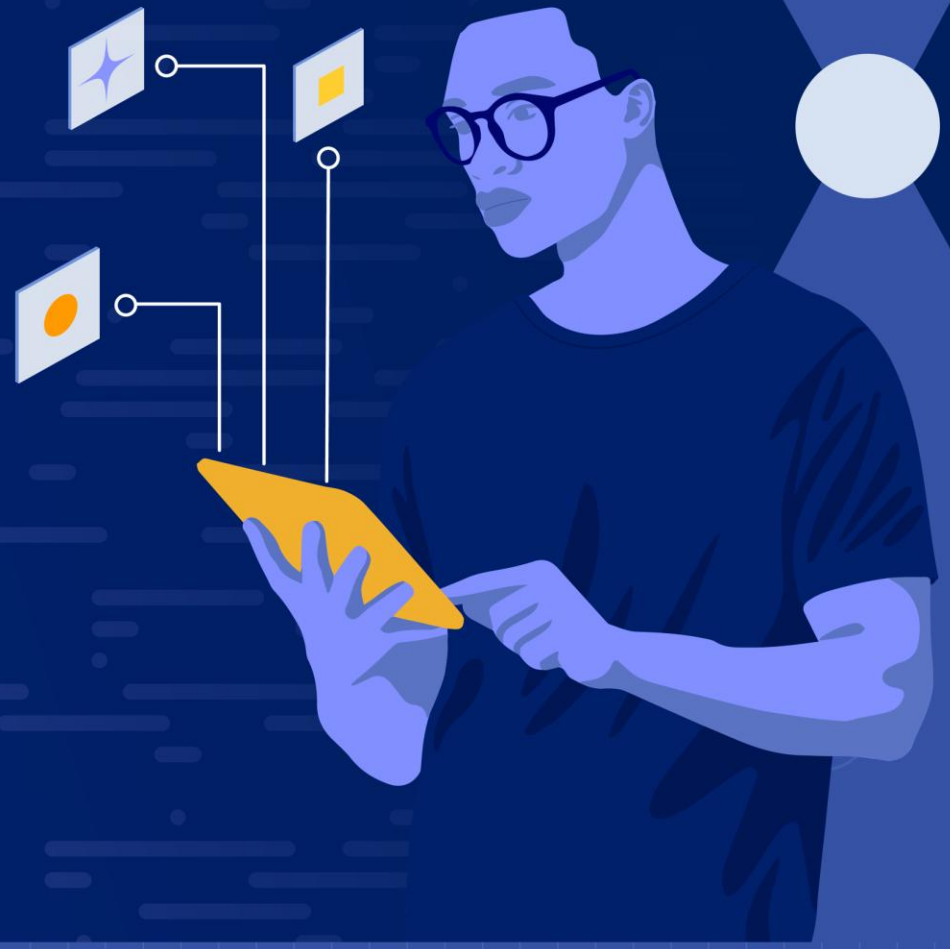
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Driving Results with Predictable AI








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The race
toward AI adoption

91% OF LEADERS REPORT PRESSURE FROM THE TOP TO IMPLEMENT AI NOW

Source: Gartner survey



Two mistakes organizations make with Agentic AI

With AI,

anyone can build _anything_ in days.

Using AI to code the
end-to-end application



Your business

can be run _end-to-end_ by AI Agents.

Using agents alone to do
everything in a process

How the corpus of AI trained code has been developed



Trained Agentic Coders



Mistake 1: Code it all with AI



BURIED BUSINESS LOGIC



CHANGE COSTS COMPOUND



LACK ENTERPRISE SCALE AND RESILIENCE



REBUILD CORE PLATFORM CAPABILITIES


The Agentic AI Diner


The Agentic AI Diner

Mistake 2: Let Agents run the whole process



EVERY STEP RE-REASONED FROM SCRATCH

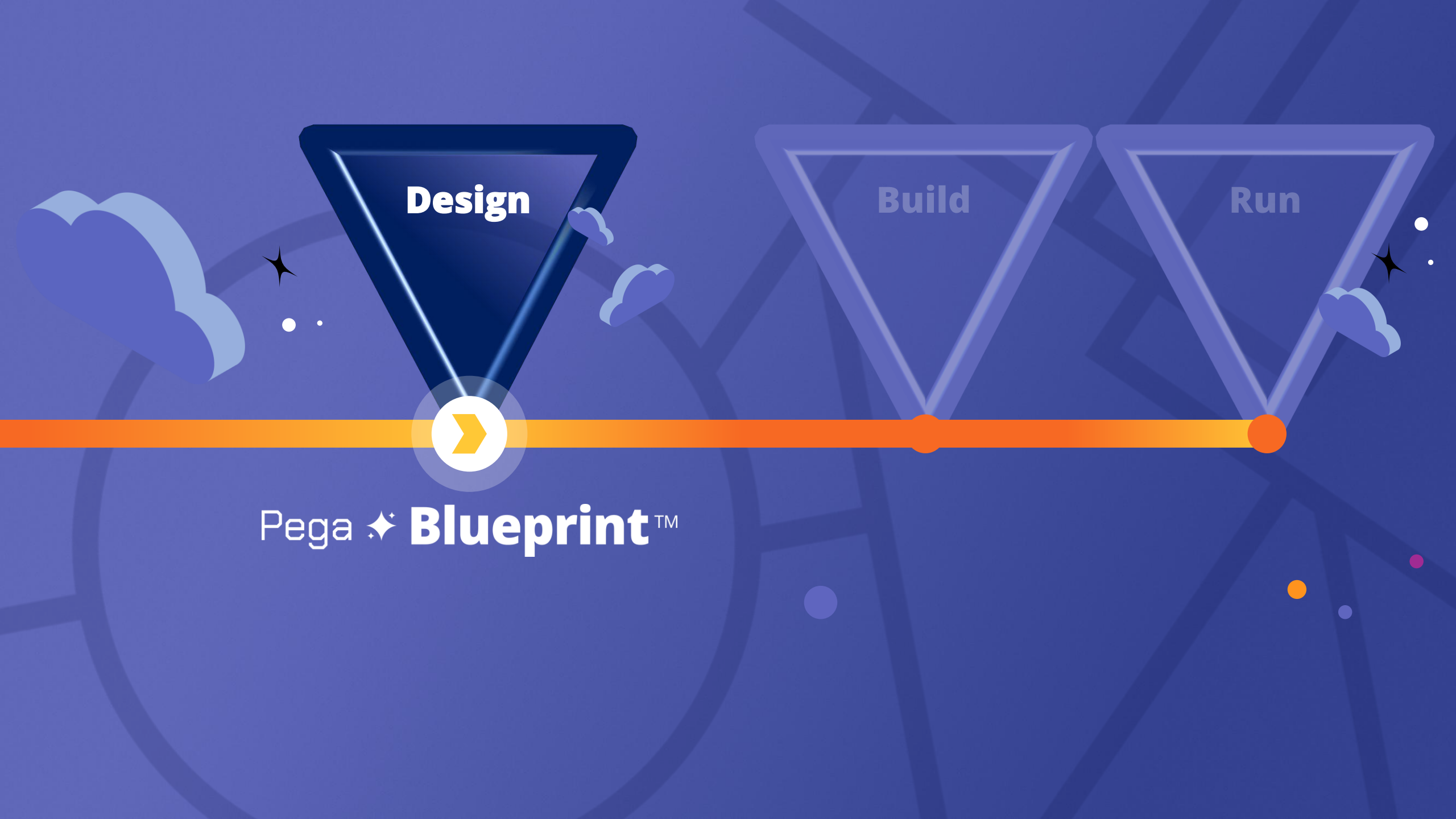


TWO IDENTICAL REQUESTS... TWO DIFFERENT OUTCOMES

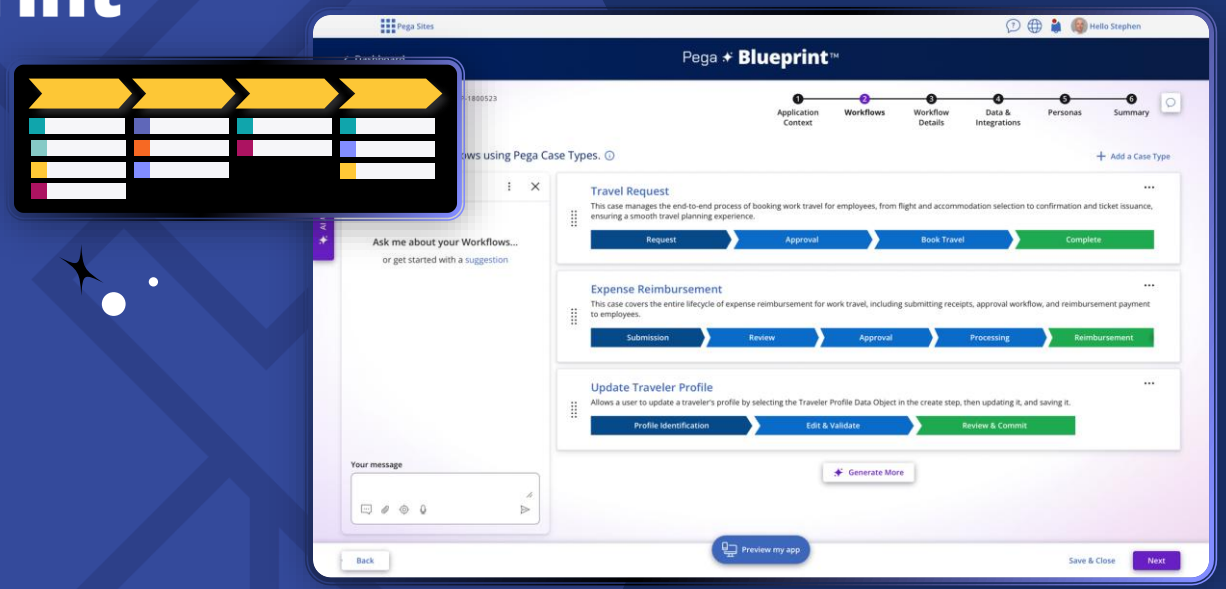


LACK OF TRANSPARENCY OR CONTROL


MAISON

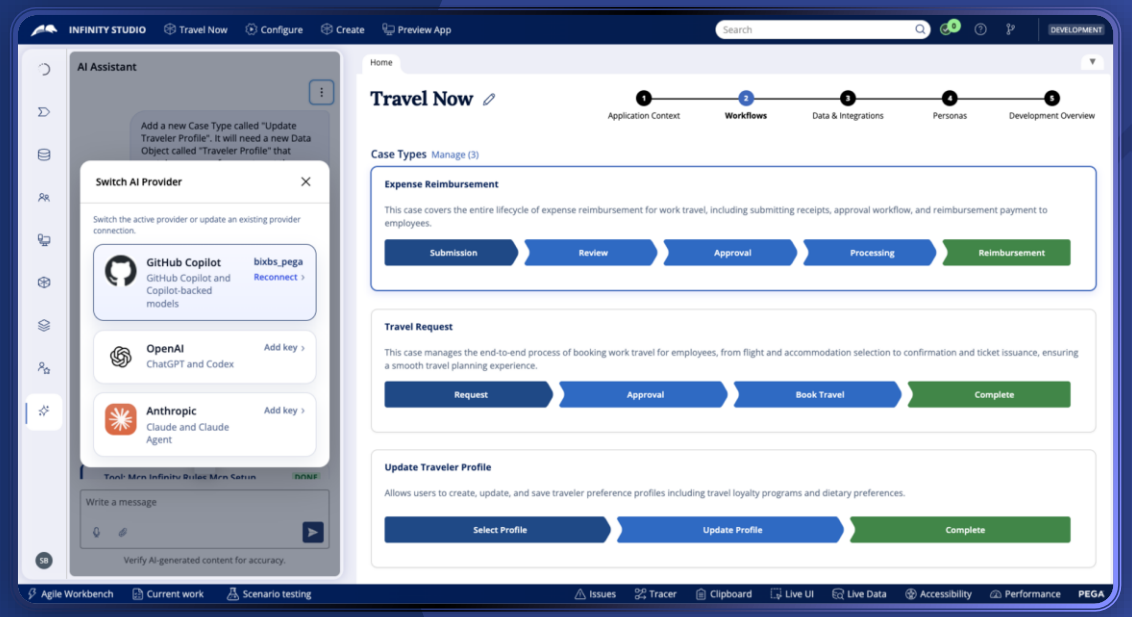

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Pega ✦ **Blueprint**™



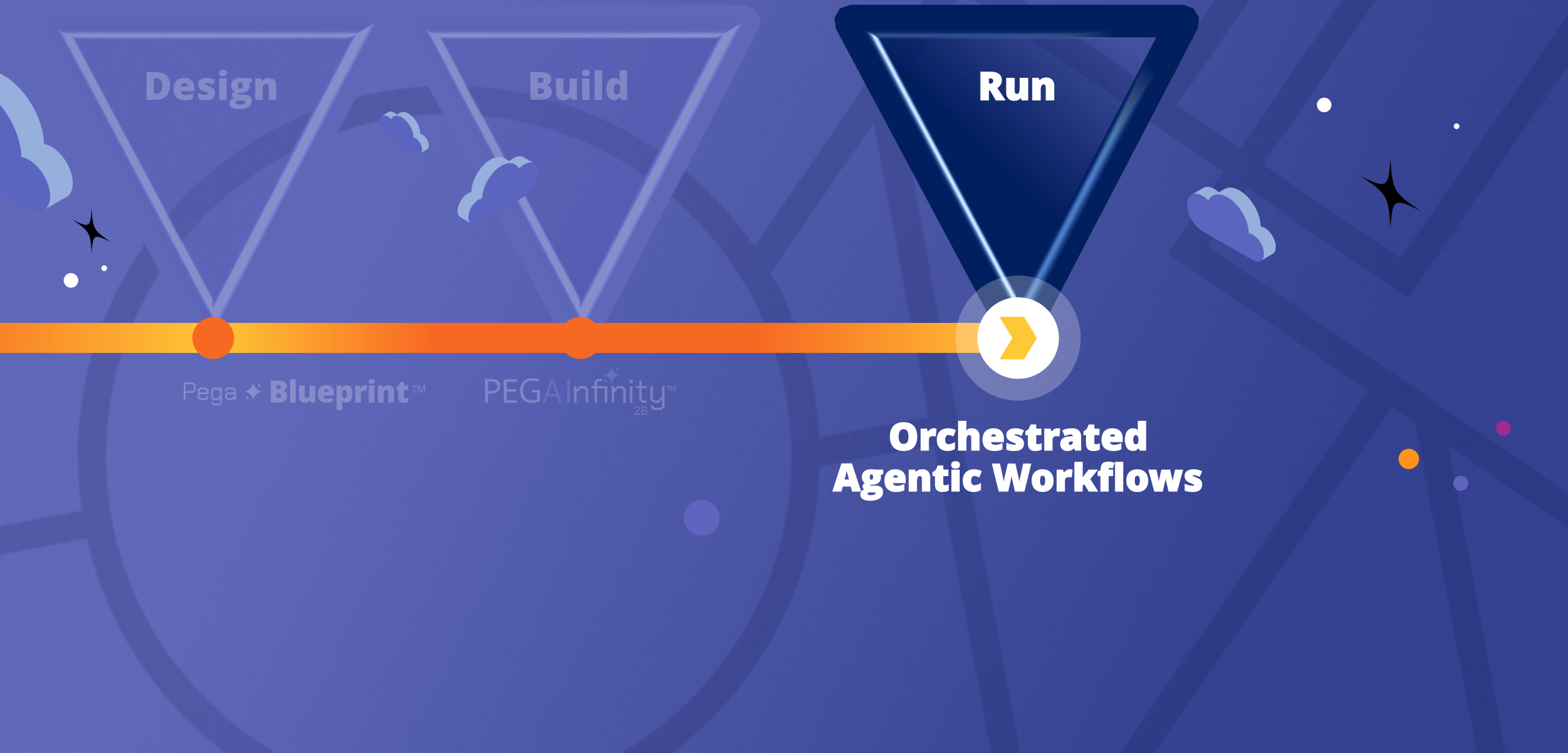

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Design
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PEGAInfinity™ 26
Orchestrated
Agentic Workflows

Automate reliably with *predictable outcomes* at scale



RECEIVE & ROUTE

Agents 🧠 *Capture & Categorize*

Workflow 💪 *Assign & Orchestrate*

RESEARCH & REVIEW

Agents 🧠 *Analyze & Recommend*

Workflow 💪 *Confirm & Approve*

RESPOND & RESOLVE

Agents 🧠 *Summarize & Draft*

Workflow 💪 *Action, Manage SLAs & Log*

A balance of agents, workflows and human judgment

Agent reasons every step



2,700

tokens so far

A single loop — the full context re-enters the model every step.

Tokens measure how much **‘thinking’** the AI needs to do.

Agent reasons every step



6,600

tokens so far

A single loop — the full context re-enters the model every step.

Tokens measure how much **‘thinking’** the AI needs to do.

Agent reasons every step



11,700

tokens so far

A single loop — the full context re-enters the model every step.

Tokens measure how much **‘thinking’** the AI needs to do.

Agent reasons every step



18,000

tokens so far

A single loop — the full context re-enters the model every step.

Tokens measure how much **‘thinking’** the AI needs to do.

Agent reasons every step



34,200

tokens so far

A single loop — the full context re-enters the model every step.

Tokens measure how much **‘thinking’** the AI needs to do.

Agent reasons every step



44,100

tokens so far

A single loop — the full context re-enters the model every step.

Tokens measure how much **‘thinking’** the AI needs to do.

Agent reasons every step



55,200

tokens so far

A single loop — the full context re-enters the model every step.

Tokens measure how much **‘thinking’** the AI needs to do.

Agent reasons every step

55,200

tokens so far

A single loop — the full context re-enters the model every step.

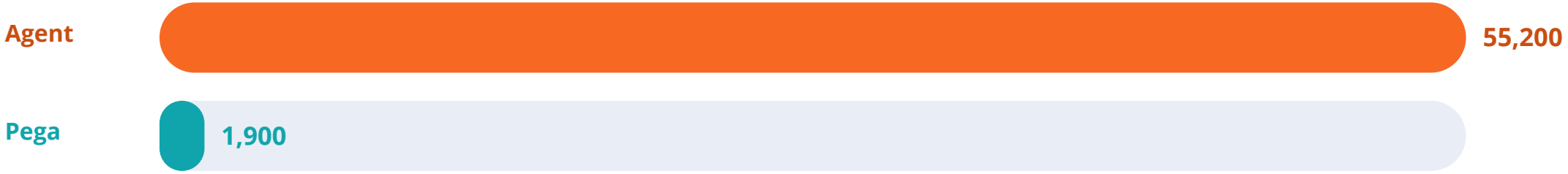
Pega orchestrates the workflow



1,900

tokens so far

Cumulative token cost



Agent reasons every step

55,200

tokens so far

A single loop — the full context re-enters the model every step.

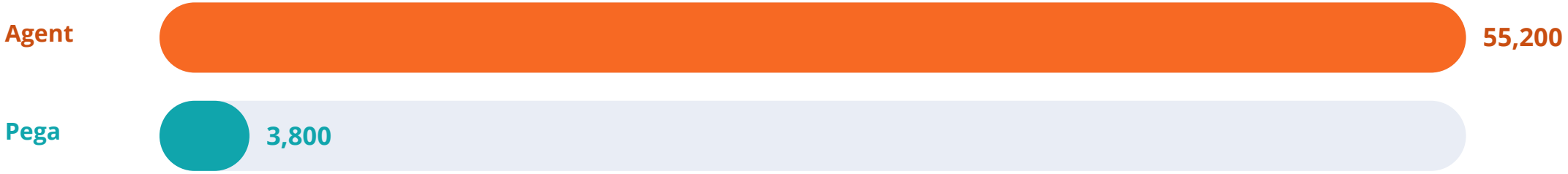
Pega orchestrates the workflow



3,800

tokens so far

Cumulative token cost



Agent reasons every step

55,200

tokens so far

A single loop — the full context re-enters the model every step.

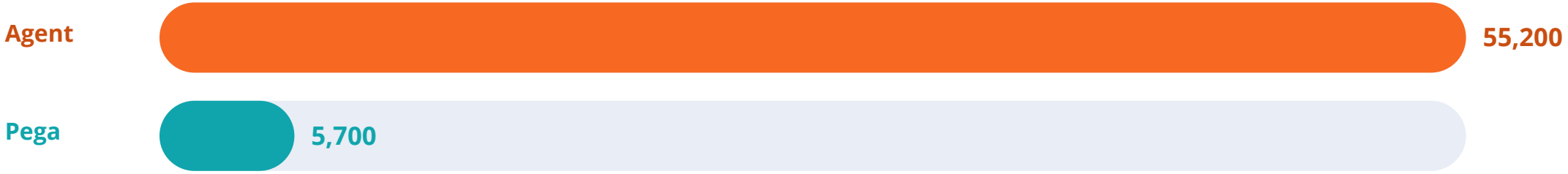
Pega orchestrates the workflow



5,700

tokens so far

Cumulative token cost



Agent reasons every step

55,200

tokens so far

A single loop — the full context re-enters the model every step.

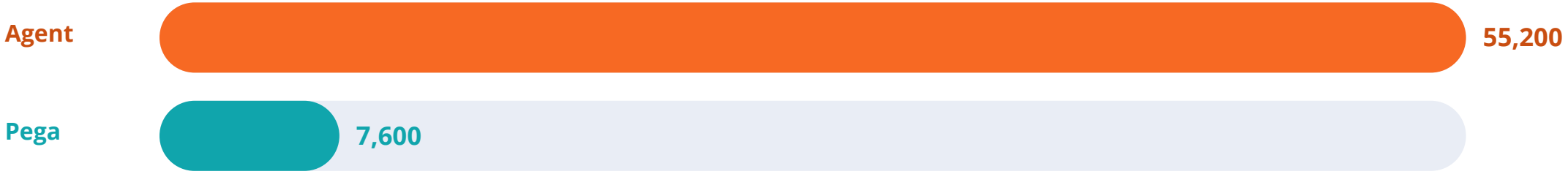
Pega orchestrates the workflow



7,600

tokens so far

Cumulative token cost



Agent reasons every step

55,200

tokens so far

A single loop — the full context re-enters the model every step.

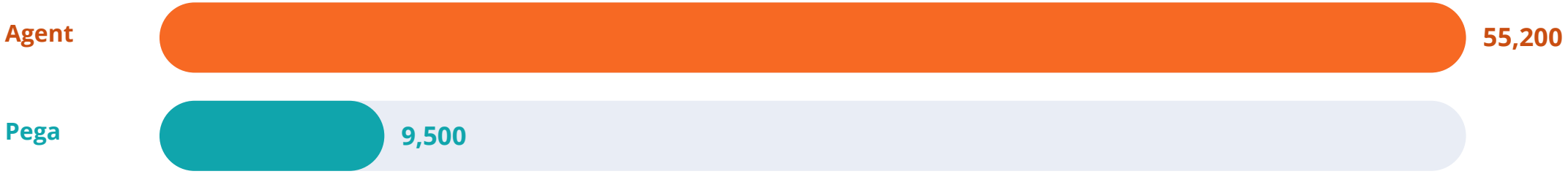
Pega orchestrates the workflow



9,500

tokens so far

Cumulative token cost



Agent reasons every step

55,200

tokens so far

A single loop — the full context re-enters the model every step.

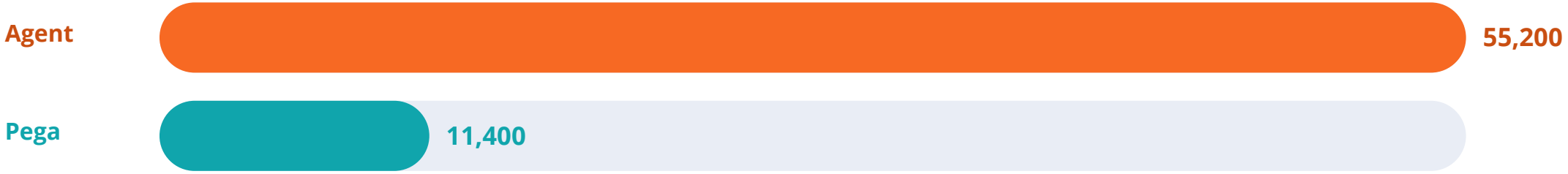
Pega orchestrates the workflow



11,400

tokens so far

Cumulative token cost



Agent reasons every step

55,200

tokens so far

A single loop — the full context re-enters the model every step.

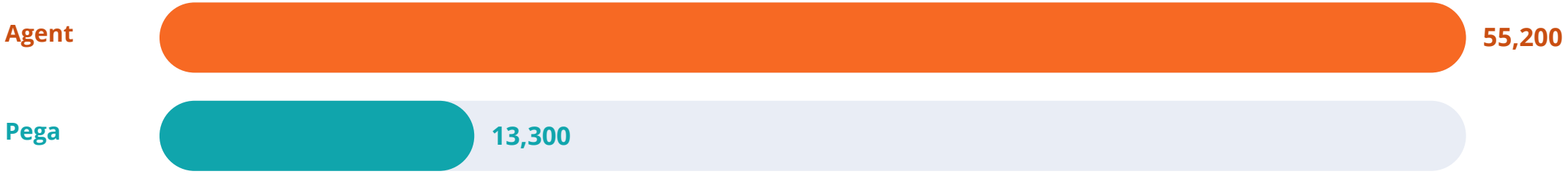
Pega orchestrates the workflow



13,300

tokens so far

Cumulative token cost



Agent reasons every step

55,200

tokens so far

A single loop — the full context re-enters the model every step.

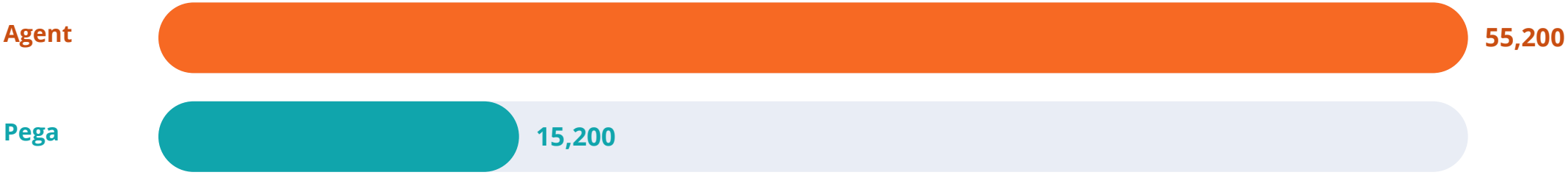
Pega orchestrates the workflow



15,200

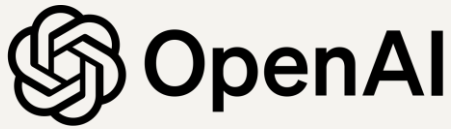
tokens so far

Cumulative token cost



PEGA + Your LLM of Choice





Your own Model






PEGAInfinity™
26
TOKEN
CO$T

Pega Clients are driving real results without any AI fear... because they have control

CREDIT ORIGINATION

Large Financing Company

1-3 hours

saved per case

~2M

documents processed / month

COMPLAINT HANDLING

Top 4 US Bank

10 days → 10 mins

avg complaint processing time

200+

complaint types

CLAIMS GUIDANCE

Insurance Company

25% reduction

avg handle time

~3,500

CSRs live in production

Gartner®

BOAT Magic Quadrant

Evaluates business orchestration and automation technology platforms that unify process orchestration, connectivity and agentic features to enable enterprisewide automation



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FORRESTER

AI Platforms Wave

> "Workflows, not insights, are the value driver in agentic AI… leaders should evaluate platforms on how well they model and execute processes, not just on how well they predict or explain."

The Forrester Wave™: AI Platforms, Q3 2026



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Your Mission:

Choose any process in your organization and optimize with Pega's AI agents to drive predictable outcomes.