Pega 1:1 Operations Manager

Submit, prioritize, and manage change requests directly in Pega Customer Decision Hub

Pega 1:1 Operations Manager provides users with a change management module inside Pega Customer Decision Hub – making it easier for business users to manage change requests, and for cross-functional teams to get work done.

Built on Pega's industry-leading case management technology with 1:1 Operations Manager you can:

Reduce administrative tasks
- 1:1 Operations Manager leverages agile best practices to guide users through the process of creating and updating actions, engagement policies, and treatments without miles and miles of red tape.

Empower business users to make business-as-usual (BAU) changes
- 1:1 Operations Manager is built to help businesspeople prioritize and execute their day-to-day activities. You don't need to leverage highly technical (and expensive) resources to make changes to your next-best-action strategies.

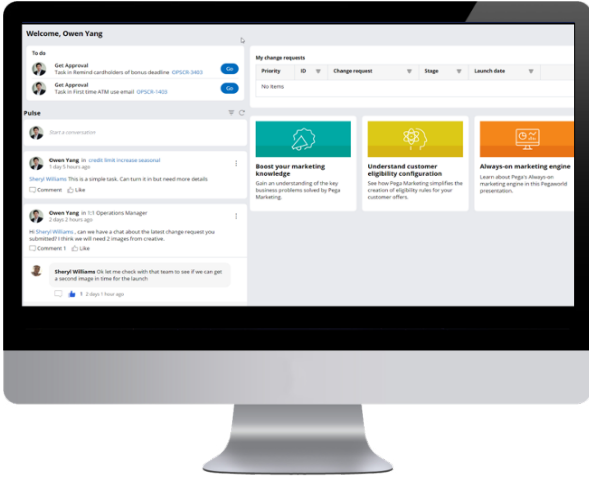**Quickly validate and deploy changes into production**
- 1:1 Operations Manager is fully integrated with Pega Revision Manager so changes can safely be deployed into production without overwhelming QA.

Challenge

Complex processes, internal silos, and organizational bureaucracy make it hard for businesses to keep pace with the ever-changing market conditions and customer demands. By the time they bring a new solution to market, the window of opportunity has closed, and the customer has moved on.

Solution

Pega 1:1 Operations Manager provides a one-stop shop for businesses to plan, build, test, and deploy changes to their next-best-action strategies – improving their ability to respond to customer needs, competitive threats, or market changes in real time.
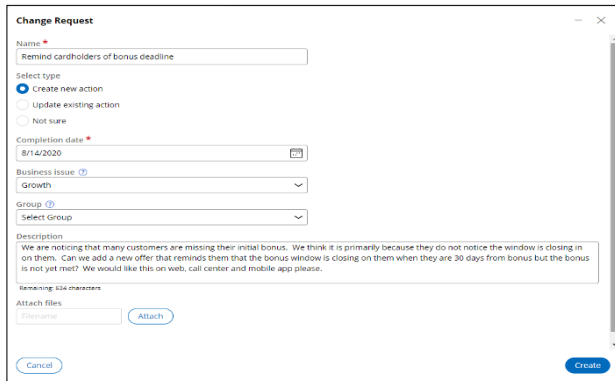
Submit, prioritize, and manage change requests with 1:1 Operations Manager
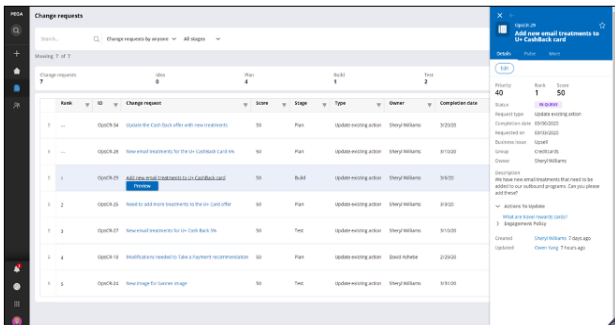
Here's how it works:

Submit the request

- 1:1 Operations Manager captures all the relevant information your teams need to plan and execute the change.
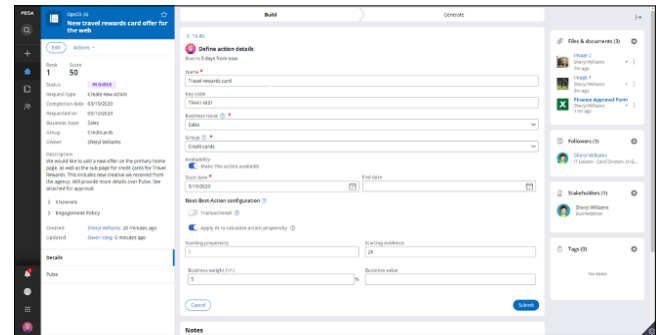

Prioritize the work

- 1:1 Operations Manager comes equipped with all the tools you need to easily groom your backlog – allowing teams to identify and focus on high-value work.
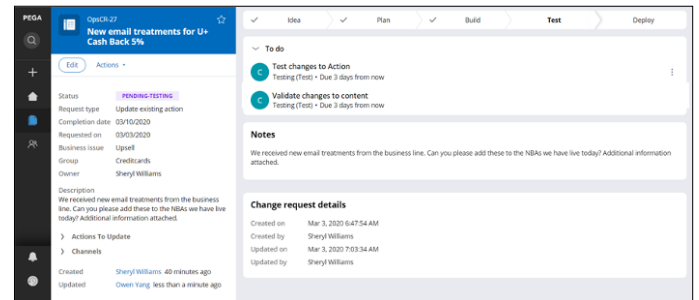

Make the change

- 1:1 Operations Manager guides users through the process of creating and updating actions, engagement policies, and treatments.

Test in context

- With 1:1 Operations Manager business users can test to ensure their changes deliver the desired results without leaving the system.

Deploy to production

- Once you're satisfied with the results, you can safely and easily deploy from 1:1 Operations Manager to production using a direct integration with Pega Revision Manager.