



Automate Your Back-Office with Confidence

*The Enterprise Guide to
Agentic Orchestration*

PEGAInfinity[™]
26



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Introduction

Most enterprises have invested in AI and produced AI sprawl: too many tools, disconnected agents, and operational outcomes that have not moved. This guide covers why the back-office is where agentic transformation stalls, what governed orchestration looks like in practice, and how Pega Infinity '26 delivers it.

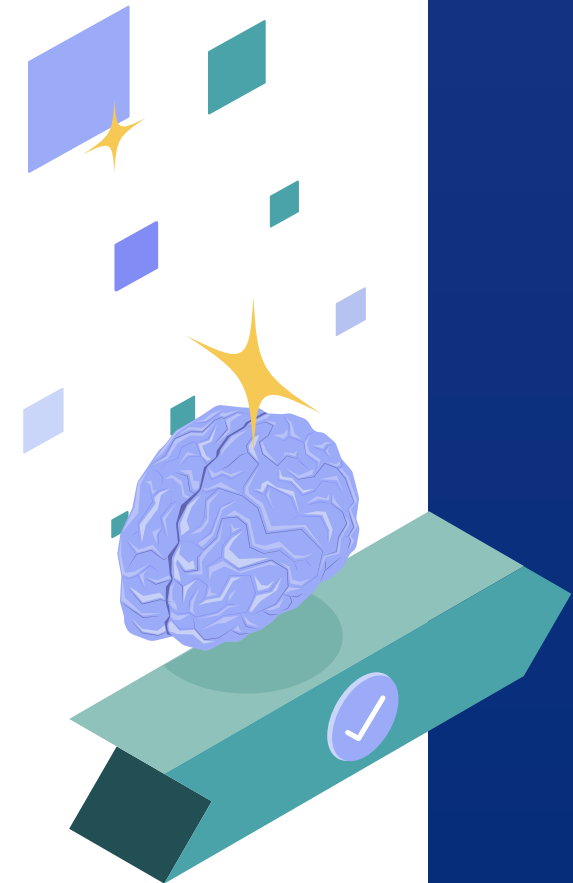
01. The Orchestration Gap:

Why More AI Is Not Solving the Problem

Task AI is widely deployed. It classifies, summarizes, extracts, and recommends. Orchestration AI is what most enterprises are still missing: the execution layer that connects those tasks into a governed end-to-end process, routes work to the right participant, enforces policy at every step, and produces a traceable business outcome. The gap between the two is where transformation stalls.

It shows up as claims sitting in queues because no one followed up on a missing document. Approvals waiting on handoffs that were never triggered. Compliance exceptions requiring three departments to coordinate, with no system managing that coordination.

More task AI does not close this gap. The answer is the orchestration layer that connects agents, workflows, and decisions into a single governed process, one that runs consistently, enforces governance at every step, and delivers a traceable business outcome. As [TechRadar](#) notes, without orchestration, enterprise AI simply will not work.



02. Why back-office is different from every other automation challenge

Back-office automation carries a risk profile that front-office automation does not. A customer-facing agent that produces an error can recover. A back-office agent operating inside a regulatory workflow, a financial control, or a compliance process cannot. Errors in those contexts are violations, liabilities, or direct operational harm.

Gartner projects that by 2030, 70% of enterprises will pivot to a consolidated automation platform that orchestrates business processes, AI agents, bots, APIs, and human actions, up from 5% today. The gap between where most enterprises operate now and where they need to be reflects a structural problem: most automation platforms were never built to provide what back-office AI actually requires.

Back-office AI requires three structural capabilities that most automation platforms were never built to provide.

1

GOVERNED EXECUTION

Every action must occur within defined rules, policies, and business logic, enforced by how the system operates rather than checked after the fact. Business rules and workflow logic must be encoded directly into the platform so agents execute within defined parameters without re-reasoning at every step.

2

CROSS-SYSTEM REACH

Back-office processes cross systems, teams, and channels. An agent that operates only within its own context breaks every time it reaches a boundary. Process logic must be centralized in a single core model that executes consistently across channels, systems, and data sources. Changes made once propagate everywhere.

3

END-TO-END TRACEABILITY

Regulated processes must be defensible. Every action, decision, and handoff must be captured as a matter of course, not reconstructed after an audit request. Every step must be recorded as a built-in property of how the platform operates, making every workflow visible, auditable, and explainable by design.

03. What governed agentic orchestration actually looks like

Governed agentic orchestration is not a product category. It is a set of structural capabilities an AI infrastructure must have before back-office automation can deliver consistent, compliant outcomes. The enterprises getting this right share four operational characteristics.

1

Get work to the right person, agent, or system at the right time.

Whether the next step requires an AI agent, a human reviewer, an external data source, or a downstream workflow, the orchestration layer intelligently routes it there without manual intervention, augmented by machine learning which predicts the most effective route for work at any given time. Escalation logic is built in. Exceptions are handled by defined rules, not by whoever notices first.

2

Human touchpoints are managed by the process.

People are only engaged when action or oversight is needed. When a process requires input from a person, whether a document, a decision, or a sign-off, the system initiates the request, collects the response, validates it against business rules, and continues the workflow. The process does not wait on a human to manage it.

3

Any agent can participate as a governed workflow step.

The right capability for a given task might be internal, third-party, or purpose-built. Governed orchestration makes any agent a participant in the workflow: invocable at the right point, governed throughout, without bespoke integration work for each new addition.

4

Every action is governed and traceable by design.

Governance is structural, not a layer added on top. Every step executes within defined rules. Every decision is recorded. When a regulator asks what happened and why, the answer already exists in the system.

04. The outcomes that follow

When the orchestration layer is correctly structured, outcomes are measurable at the process and business level, not just at the individual agent level.

AI that operates within governance at scale.

Agents run across sensitive back-office processes, including claims, approvals, compliance workflows, and fulfilment, while enforcing every applicable rule, regulation, and business policy. Governance is what makes automation trustworthy at scale. It is not a constraint on it.

Complete processes from intake to resolution.

End-to-end workflows run without breaking on a handoff. Agents, humans, and systems work within a single coordinated execution layer that keeps work moving, visible, and in control. Cycle times fall. Error rates drop. Compliance posture strengthens.

Operational capacity that scales without proportional headcount growth

The back-office stops absorbing resource as it scales. Employees handle judgment and exception decisions rather than managing manual handoffs. Each new capability added to the platform builds on the same execution layer rather than creating new coordination problems.

Complete visibility across the operation.

See all of the ongoing work on behalf of every customer across the back-office – whether it's being done by a person, system, or agent.

05. How Pega Infinity '26 delivers it

Pega was named a Leader in the [Gartner Magic Quadrant](#) for Business Orchestration and Automation Technology (BOAT), recognized for Completeness of Vision and Ability to Execute, and received the highest scores for the Case Management and Enterprise Task and Process Automation use cases.

Pega Infinity '26 introduces a set of capabilities that together deliver the orchestration layer back-office operations require. These are designed for the regulated, mission-critical processes that enterprises depend on.





Pega Blueprint

Redesign the process before you automate it.

Blueprint brings business and IT together to map and redesign workflows using AI before a line of code is written. Institutional knowledge is captured at design time. Best practices from Pega and ecosystem partners are applied during the design process. The resulting applications are built to accommodate change. Reasoning happens at design time. Execution at runtime is predictable and auditable.



External Agent Integration

Any agent, governed.

Agents built inside Pega, on a hyper-scaler, or via a third-party AI platform connect into the orchestration layer with minimal configuration. Once connected, they operate as governed participants: discoverable, invocable, and accountable within the same rules as every other step in the process.



Infinity-run MCP

End-to-end execution across every agent and channel

Every Pega workflow – driving products, processes, and services – is instantly accessible within any agentic experience. Pega's orchestration layer routes work, reports outcomes, audits every step, and applies the right capability at the right point, across any channel, system, or agent. Governance is built into the execution model, not added afterwards.



End-to-end orchestration

Coordinated execution across systems, agents, people.

Agents and workflows across different applications are coordinated directly from within a single process, aligning legal, procurement, compliance, and operations without manual handoffs, without custom integrations, and with complete auditability at every transition.



Agentic Assignments

Close the loop on every human touchpoint.

When a workflow reaches a step requiring human input, Pega AI initiates outreach via email or other configured channels, collects the required information, validates the response against business rules, and completes the assignment automatically. Queues do not stall waiting on manual follow-up. Every interaction is logged in Case History for full traceability.



Document intelligence

Unstructured inputs into governed workflow actions.

Agents and workflows across different applications are coordinated directly from within a single process, aligning legal, procurement, compliance, and operations without manual handoffs, without custom integrations, and with complete auditability at every transition.

These capabilities function as a system. Blueprint redesigns the process. Infinity-run MCP orchestrates it. Agentic Assignments and Document Intelligence manage the human and unstructured inputs. External Agent Integration and Cross-Application Orchestration extend the execution layer across every system and team involved. Together they deliver what no point solution can: end-to-end back-office automation with governance built in.

06. Where to start

STEP 1:

Identify your highest-friction back-office processes.

Where are handoffs breaking? Where are agents stalling at system boundaries? Start with one process. Map every transition from intake to resolution.

STEP 2:

Use Blueprint to redesign the process. Bring business and IT together before building begins. Redesign the workflow with AI assistance. Capture institutional knowledge at design time rather than encoding it into automation that cannot be changed.

STEP 3:

Map the full end-to-end process, not just the individual tasks.

Identify where work moves between systems, where human input is required, and where handoffs currently break. Orchestration value is in the transitions, not in the individual steps.

STEP 4:

Build the execution layer around the mapped process.

Connect every agent, workflow, and decision point involved. Ensure every step is governed, auditable, and built to accommodate change. Each process you orchestrate becomes the foundation for the next.

Start orchestrating your back-office today

Pega Infinity '26 connects agents, workflows, and decisions into a governed execution layer, delivering end-to-end outcomes across regulated and mission-critical back-office processes.

Explore the agentic orchestration capabilities or start redesigning your back-office workflows with [Pega Blueprint](#) today.

About Pegasystems

Pega provides the leading AI-powered platform for enterprise transformation. The world's most influential organizations trust our technology to reimagine how work gets done by automating workflows, personalizing customer experiences, and modernizing legacy systems. Since 1983, our scalable, flexible architecture has fueled continuous innovation, helping clients accelerate their path to the autonomous enterprise. [pega.com](https://www.pegasystems.com)

