



# Pega Customer Service Pricing Matrix

October 2020

*“The best ability to build, maintain, and change complex cases”.*

**Gartner**

	<b>Unified Messaging Edition</b>	<b>Case Management Edition</b>	<b>Enterprise Edition</b>	<b>Digital Customer Engagement Edition</b>
	Engage customers on any digital messaging channel from a streamlined desktop	Infuse best-of-class case management into your existing desktop	Empower your agents with a powerful desktop for increased productivity	Digitally transform your omni-channel engagement
<b>User-based pricing</b> <i>Priced per user/month</i>	From <b>\$145<sup>1</sup></b>	From <b>\$97</b>	From <b>\$165</b>	From <b>\$260</b>

		<b>and</b>			<b>or</b>		
<b>Case-based pricing<sup>2</sup></b> <i>Priced per customer service request case, regardless of channel (assisted or self-service)</i>		From <b>\$0.80 / case</b>	From <b>\$0.47 / case</b>	From <b>\$0.80 / case</b>	From <b>\$1.26 / case</b>		
		Pega Cloud-only desktop ideal for chat & messaging	Includes Pega Infinity™ Platform, plus	Includes Case Management Edition, plus	Includes Enterprise Edition, plus		
<b>Business Productivity Tools</b>	<b>Dynamic and Ad-Hoc Case Handling</b>	●	●	●	●		
	<b>Case Templates</b>	●	●	●	●		
	<b>Business Rules and Processes</b>	●	●	●	●		
	<b>Comprehensive Audit Trail</b>	●	●	●	●		
	<b>Robotic Process Automation (RPA) -</b> Including attended and unattended		●	●	●		
<b>Workforce Intelligence</b>			Additional fee applies	Additional fee applies	Additional fee applies		
<b>Extensibility / Integration Points</b>	<b>Connectors and Adaptors</b> - Interface with external systems	Unlimited	Unlimited	Unlimited	Unlimited		
	<b>Live Data</b> - Data virtualization lets your case automatically pull in needed data in a common structure, regardless of source		●	●	●		
	<b>Self-Service UI Mashup</b> - Embed Pega within current web/mobile interface		◆	◆	◆		
	<b>DX API</b> - Build custom front-end UX using angular, react, etc.		◆	◆	◆		

● Included ◆ Requires a case-based license for usage

<sup>1</sup> **Cloud minimum applies:** \$5,000 / per month includes up to 25 users

<sup>2</sup> **Case-based pricing** sold in blocks of 10,000 cases per year. Examples of cases include address change, billing inquiry, etc. Each service interaction may generate one or more cases



## Cloud Services

Infrastructure and Support	Dev/Test, QA, And Production Environments	•	•	•
	Single-Tenant Virtual Private Cloud	• <sup>6</sup>	•	•
	Hybrid Cloud Ready		•	•
	AI-Powered Performance Management	•	•	•
	Software Updates on Your Schedule	•	•	•
	24x7 Support	•	•	•
	Integrated DevOps	•	•	•
	No-Code Authoring	•	•	•
	Unlimited Online Training Via Pega Academy	•	•	•
	Pega Exchange Access - Easily extend your solution with pre-built components	•	•	•

Contact for questions and quote: <https://www.pega.com/contact-us> | 617-374-9600

Free trial: <https://www.pega.com/products/try-now>

<sup>6</sup> **Unified Messaging Edition:** Single-tenant VPC for CRM and case data. Multi-tenant cloud for desktop.