



PEGA CUSTOMER SERVICE

PRICING EDITIONS

August 2019

<i>"The best ability to build, maintain, and change complex cases".</i> Gartner		Case Management Edition <i>Infuse best-of-class case management into your existing desktop</i>	Enterprise Edition <i>Empower your agents with a unified desktop for increased productivity</i>	Digital Customer Engagement Edition <i>Digitally transform your omni-channel engagement with AI</i>
	User-based pricing <i>Priced per user/month</i>	From \$97	From \$165	From \$295
	or			
	Case-based pricing <i>Priced per customer service request case, regardless of channel (assisted or self-service)</i>	From \$0.47 / case¹	From \$0.80 / case¹	From \$1.57 / case¹
		Includes Pega Infinity™ platform, plus	Includes Case Management Edition, plus	Includes Enterprise Edition, plus
Business Productivity Tools	Dynamic And Ad-Hoc Case Handling	•	•	•
	Business Rules & Processes	•	•	•
	Comprehensive Audit Trail	•	•	•
	Robotic Automation	•	•	•
	Workforce Intelligence²	Additional fee applies	Additional fee applies	Additional fee applies
Extensibility / Integration Points	Connectors And Adaptors – Interface with external systems	3	6	Unlimited
	Data Virtualization - To speed integration points	•	•	•
	Self-Service UI Mashup – Embed Pega within current web/mobile interface	•	•	•
	Digital Experience API - Build custom front end UX using angular, react, etc.	•	•	•
Industry-specific Data Models, Applications And Workflows (one industry application per purchase)	Financial Services - Including consumer and commercial	•	•	•
	Insurance - Including property & casualty and life	•	•	•
	Communications And Telco – For service providers	•	•	•
	Healthcare and Life Sciences - For member and provider servicing	•	•	•
Analytics, Monitoring & Reporting	System Monitoring	•	•	•
	Customizable Dashboards & Reports	•	•	•

¹ **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 case

² **Workforce Intelligence** (WFI) available as cloud only (not supported on-premise)

Agent & Supervisor Productivity Tools	Service Level Management	•	•	•
	Role Based Portals / Agent Desktop		•	•
	Personalized Interaction Coaching		•	•
	Customer Surveys		•	•
	Mobile Client		Additional fee applies	•
Omni-channel Engagement	Chatbots ³ - AI-powered chatbot and NLP capabilities	Case license required	Case license required	Case license required
	Email Bots ⁴ - AI-powered email servicing capabilities	Case license required	Case license required	Case license required
	Chat ⁵ - Live web chat interactions		Additional fee applies	•
	Two-way Messaging - Via Facebook Messenger			•
	Co-Browse ⁶ - Securely share pages with customers, includes annotation, recording and masking tools			•
Telephony / IVR Integration	CTI integration - Pre-built connectors supports industry-leading telephony platforms for contextual screen pops and IVR personalization		•	•
	Open CTI integration - Client and server side API's to allow custom integrations with 3 rd party CTI providers		•	•
	Inbound / Outbound Calls		•	•
Knowledge Management	Knowledge Management For Employees Internal only - includes content authoring tool along with Communities and Troubleshooter for employees		•	•
	Knowledge Management For Customers External use - includes Pega Communities and Troubleshooter for customers		Additional fee applies for customer view(s)/self-service	Additional fee applies for customer view(s)/self-service
AI Capabilities	AI-Augmented Agent - Suggests contextual content and responses for agent chat interactions			•
	AI-infused Next Best Action ⁷ AI digital brain for real-time agent guidance use in Pega Customer Service Contact Center channels			•

Cloud Services

Infrastructure And Support	Dev/Test, QA, And Production Environments	•	•	•
	Single-Tenant Virtual Private Cloud	•	•	•
	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 (currently available through June 2019)	•	•	•
	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>

³ Chatbots require a case-base license for usage

⁴ Email Bots require a case-based license for usage

⁵ Chat engine required to run on cloud. Other componets may run on on-premise

⁶ Co-browse engine required to run on cloud. Other components may run on on-premise. 100 user minimum.

⁷ Next Best Action licensed for Customer Service optimization purposes only - additional fees apply for up-sell or cross-sell