



PegaWorld

JUNE 7-9 | LAS VEGAS

[PEGAWORLD.COM](https://pegaworld.com)



PegaWorld

JUNE 7-9 | LAS VEGAS

Predictable AI Agents

Smarter Automation with Control and Confidence

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BRASIL x NORWAY

FRANCO
10

NEYMAR JR
10

HAALAND
8

ØDEGAARD
2

USA

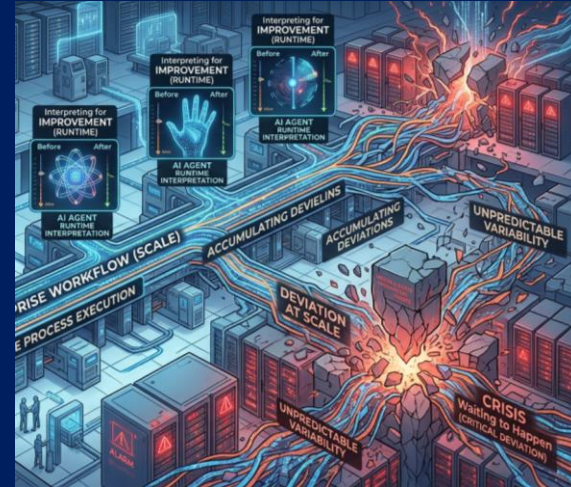
MAR

Same Instructions Different outcomes.



Creative Humans

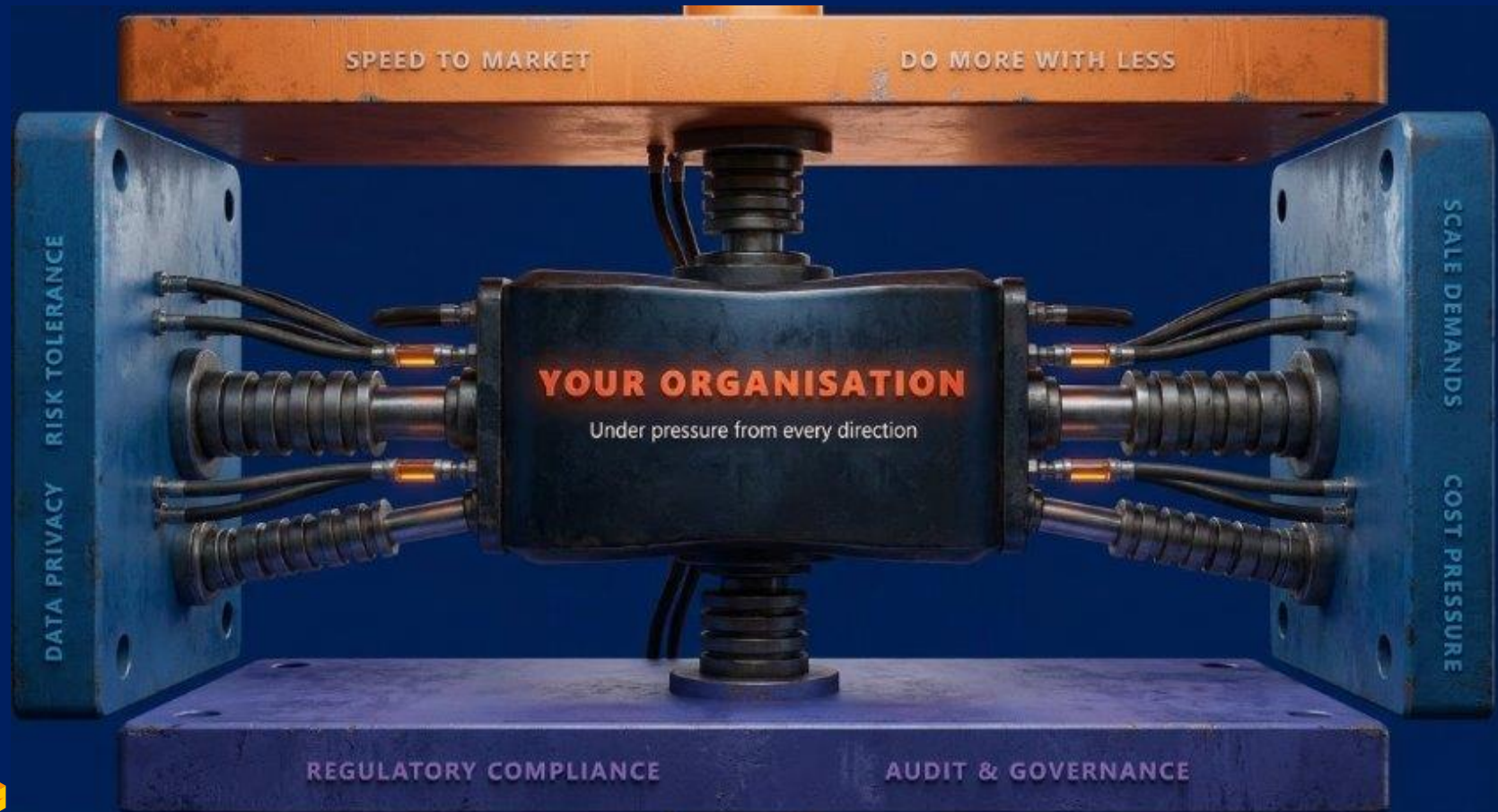
Variability= a feature



Deployed AI Agents

Variability= a liability

The Enterprise Reality



What does an AI Agent actually do?

TRADITIONAL AUTOMATION



Follows rules.
No judgement.

Predictable. Brittle

GENERATIVE AI / CHATBOT



Generates language.
Doesn't act.

Flexible. Passive.

AI AGENT



Perceives. Reasons.
Acts.

Flexible. Unpredictable.

AI agent that reasons unpredictably is not an agent you can deploy.

You don't have to choose between
intelligence and trust.

Predictable AI

Not ~~less AI~~. Governed AI.



This is what you will see today



Pega Predictable AI Agents are governed by design.



Pega works with the agents and tools you already have.



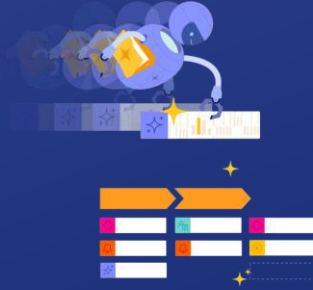
Pega uses AI precisely, generative where it creates value, predictable where it counts.

Three Pillars of Predictable AI



PREDICTABLE OUTCOMES

Governance baked in,
not bolted on.



PREDICTABLE AUDIT

Every decision logged. "Why
did this happen?" — always
has an answer.



PREDICTABLE COST

No token usage surprises.
Pay for the work that
gets done.



Engage

New offer just for you...



Service

Your replacement phone is on it's way.
Track order



Automate

Orchestration

Consistency

Governance

Run

Pega Predictable AI™ | Agentic Process Fabric™ | Case management



Reimagine
Pega Blueprint™



Build
Pega Infinity™



Trust

Agility

Best practice

Pega as a Service

Security

Compliance

Performance

Monitoring

24x7

Any AI

Any Data

Cloud choice



Pega Platform™ Autonomous Enterprise Architecture

Move fast,
Break Nothing.



The World

A large convention venue. A single cell tower. A sudden spike.

SUBSCRIBER LOAD ON NV-LAS-07

~800

Normal daily baseline

+6,200

Attendees roamed onto this tower
since yesterday

MGM GRAND. 7PM YESTERDAY

7,000+

Thousands of attendees landed on a tower built for a fraction of that load.

The Trigger



Anomaly Detected

NV-LAS-07 – density spike, MGM Grand

The Old Way

Before U+ Telecom moved to Pega — every minute leaks SLA

SLA TIME REMAINING



By the time a technician was assigned — SLA already gone.

Four handoffs. No owner. The contract was lost before anyone knew the network had broken.

The New Way

After U+ Telecom moved to Pega, all applications & agents connected to the fabric

EVENT SOURCE

NOC Monitoring Platform

e.g. Nokia NetAct
214+ signals / 90s → Pega case

NOKIA

PEGA APP

Network Remediation App

Governance spine · SLA rules
Audit trail · approval gate



RED
ROCK

Tower Pulse MCP

e.g. RedRock · users connected to tower

MCP

TW

Customer Comms Agent

e.g. Twilio · notify with confirmed ETA

A2A

SM

Field Force Agent

e.g. ServiceMax · crew dispatch + ETA

A2A

AZ

Predictive Maintenance Agent

e.g. Azure ML · risk score + next window

A2A

SAP

Parts & Depot Agent

e.g. SAP EWM · stock, depot, distance

MCP

ORCHESTRATION LAYER

Agentic Process Fabric

Routes, governs & coordinates all agents end-to-end

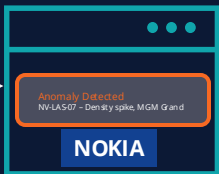


**It all starts with a
signal...**





NoC Monitoring App

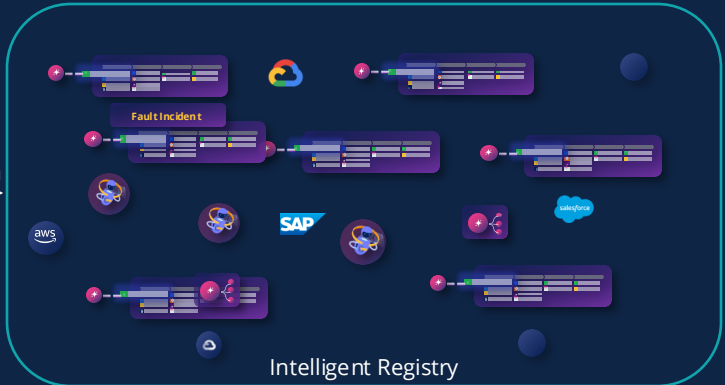


Send signal

Fabric Control Agent

Semantic Search

ORCHESTRATION LAYER
Agentic Process Fabric



Create 'Fault Incident'

Registered Applications

PEGA APP
Network Remediation App
Network detection and remediation app

A screenshot of the Network Remediation App interface showing a "Fault Incident" card.

PEGA APP
Billing Management App
Manage subscription and billing for customer

A screenshot of the Billing Management App interface showing a "Dispute Resolution" card.

RED ROCK

The RED ROCK logo with a brain and monitor icon.

SAP

The SAP logo with a gear icon.

TW
Customer Comms Agent
e.g. Twilio · notify with confirmed ETA

A screenshot of the Customer Comms Agent interface showing a Twilio logo.

SM

The SM logo with a brain icon.

Salesforce

The Salesforce logo with a gear icon.

Agentic Process Fabric creates a 'Fault Incident' case

Orchestrate work across people, systems, and agents from start to end.

EDIT CASE TYPE
Fault Incident

Actions Save and run Save

WORKFLOW DATA MODEL UX SETTINGS TEST CASES

Edit lifecycle Edit optional actions

| Initialize | Detection | Assessment | Plan | Execution | Resolution |
|------------------------|-----------------------------|-----------------------------|-----------------------------|--------------------------------|-----------------------------|
| Initialize | Incident Detection | Assessment | Plan | Execution | Resolution |
| Receive Network Signal | Identify Impact Radius | Retrieve Maintenance & ... | Estimated Cost & Resolu... | Dispatch Field Teams | Verify Resolution |
| +STEP | Classify Severity & Set SLA | Suggest repairs with con... | Spare parts require repl... | Wait for field to resolve i... | Review Goodwill Credit ... |
| | Review | Review | Fetch Spare Parts Invent... | Review | Initiate Billing Adjustment |
| | Notify Impacted Custom... | +STEP | Review & Refine Plan | +STEP | Notify Impacted Custom... |
| | +FORM STEP | | CONFIGURE PROCESS | | +STEP |

Start with smart detection and impact analysis

Powered by Pega's predictable AI, agents detect, decide, and act with transparency and control

The screenshot displays the Network Remediation App interface. At the top, the app title "Network Remediation App" is visible. A navigation bar shows a progress flow: Initialize (checked), Detection (active), Assessment, Plan, Execution, and Resolution. The main content area is divided into several sections:

- Incident Header:** "Tower NV-LAS-07 Critical Density Overload" with ID "F-12048".
- Metadata Table:**

| Urgency | Work Status |
|-----------------------------|---|
| 10 | NEW |
| Created | John Smith Now |
| Updated | John Smith Now |
| Incident Title | Tower NV-LAS-07 Critical Density Overload |
| Fault Severity | — |
| Incident Category | — |
| Requires High-Cost Approval | No |
- Assignments:** "Waiting for Agent to process" with a note: "Work queue record for deferred tasks • Due now • Urgency: 10".
- Details Panel:**
 - Asset ID:** Tower NV-LAS-07
 - Affected Service Area:** Sector B | Block 2
 - Incident Description:** Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.
 - Assessment Notes:** A critical density spike has been detected at Tower NV-LAS-07. The current load of 6,087 units far exceeds the normal operating range of 250-390 units, representing approximately a 15-24x increase. This indicates a severe system overload condition requiring immediate investigation and remediation.
 - Remediation Plan Summary:** —
- Left Sidebar (Details):** A list of related items: Impacted Customers, Customer Communication, Parts Request, Service Interruption Credit, Past Fault Incidents, Pulse, History, and Email Conversations.

Tower NV-LAS-07
Critical Density Overload
 F-12048

| | |
|------------------------------------|---|
| Urgency | Work Status |
| 10 | NEW |
| Created | John Smith Now |
| Updated | John Smith Now |
| Incident Title | Tower NV-LAS-07 Critical Density Overload |
| Fault Severity | — |
| Incident Category | — |
| Requires High-Cost Approval | No |

- Details**
- Impacted Customers
 - Customer Communication
 - Parts Request
 - Service Interruption Credit
 - Past Fault Incidents
 - Pulse
 - History
 - Email Conversations

✓ Initialize
Detection
Assessment
Plan
Execution
Resolution

Assignments

Waiting for Agent to process Work queue record for deferred tasks • Due now • Urgency: 10

Details

Asset ID Tower NV-LAS-07

Affected Service Area Sector B | Block 2

Incident Description
 Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.

Assessment Notes
 A critical density spike has been detected at Tower NV-LAS-07. The current load of 6,087 units far exceeds the normal operating range of 250-390 units, representing approximately a 15-24x increase. This indicates a severe system overload condition requiring immediate investigation and remediation.

Remediation Plan Summary —



⚡ Tower NV-LAS-07 Critical Density Overload F-12048

| | |
|------------------------------------|---|
| Urgency 10 | Work Status NEW |
| Created | John Smith Now |
| Updated | John Smith Now |
| Incident Title | Tower NV-LAS-07 Critical Density Overload |
| Fault Severity | — |
| Incident Category | — |
| Requires High-Cost Approval | No |

- Details**
- Impacted Customers
- Customer Communication
- Parts Request
- Service Interruption Credit
- Past Fault Incidents
- Pulse
- History
- Email Conversations

✖ **Assignments**

Waiting for Agent to process Work queue record for deferred tasks • Due now • Urgency: 10

Details

Asset ID Tower NV-LAS-07

Affected Service Area Sector B | Block 2

Incident Description
Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.

Assessment Notes
A critical density spike has been detected at Tower NV-LAS-07. The current load of 6,087 units far exceeds the normal operating range of 250-390 units, representing approximately a 15-24x increase. This indicates a severe system overload condition requiring immediate investigation and remediation.

Remediation Plan Summary —



Identify root cause and recommended repair option

AI analyses history and patterns and provide recommendations

The screenshot displays the Network Remediation App interface. At the top, the app title "Network Remediation App" is visible. A progress bar at the top right shows the stages: Initialize, Detection, Assessment (current), Plan, Execution, and Resolution. The main content area is divided into several sections:

- Incident Header:** "Tower NV-LAS-07 Critical Density Overload" with ID "F-12048".
- Metadata:** Urgency 10, Work Status NEW, Created by John Smith 51 min ago, Updated by John Smith Now.
- Incident Details:** Incident Title "Tower NV-LAS-07 Critical Density Overload", Fault Severity "Critical", Incident Category "Hardware", and Requires High-Cost Approval "No".
- Assignments:** "Waiting for Agent to process" with a note "Work queue record for deferred tasks • Due in 1 minute • Urgency: 10".
- Details Panel:** Asset ID "Tower NV-LAS-07", Affected Service Area "Sector B | Block 2", Incident Description "Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.", Assessment Notes "A critical density spike has been detected at Tower NV-LAS-07. The current load of 6,087 units far exceeds the normal operating range of 250-390 units, representing approximately a 15-24x increase. This indicates a severe system overload condition requiring immediate investigation and remediation.", and Remediation Plan Summary "Execute immediate field dispatch to Tower NV-LAS-07 and perform full replacement of Sector-B Radio Transceiver Unit, Baseband Processing Unit, Backhaul Link Interface, and Power Supply Unit to eliminate systemic hardware failure causing 15-24x density overload. Restore normal capacity operations and resolve service degradation affecting 200 customers (Enterprise, SMB, and Residential subscribers)."
- Navigation Menu:** A sidebar on the left contains icons for home, search, and various incident management actions. A bottom menu includes "Details", "Impacted Customers", "Customer Communication", "Parts Request", "Service Interruption Credit", "Past Fault Incidents", "Pulse", "History", and "Email Conversations".



Tower NV-LAS-07 Critical Density Overload

F-12048

Urgency
10

Work Status
NEW

Created John Smith 51 min ago

Updated John Smith Now

Incident Title
Tower NV-LAS-07 Critical
Density Overload

Fault Severity
Critical

Incident Category
Hardware

Requires High-
Cost Approval
No

Details

Impacted Customers

Customer Communication

Parts Request

Service Interruption Credit

Past Fault Incidents

Pulse

History

Email Conversations

✓ Initialize

✓ Detection

Assessment

Plan

Execution

Resolution

Assignments

Waiting for Agent to process

Work queue record for deferred tasks • Due in 1 minute • Urgency: 10

Details

Asset ID Tower NV-LAS-07

Affected Service Area Sector B | Block 2

Incident Description

Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.

Assessment Notes

A critical density spike has been detected at Tower NV-LAS-07. The current load of 6,087 units far exceeds the normal operating range of 250-390 units, representing approximately a 15-24x increase. This indicates a severe system overload condition requiring immediate investigation and remediation.

Remediation Plan Summary

Execute immediate field dispatch to Tower NV-LAS-07 and perform full replacement of Sector-B Radio Transceiver Unit, Baseband Processing Unit, Backhaul Link Interface, and Power Supply Unit to eliminate systemic hardware failure causing 15-24x density overload. Restore normal capacity operations and resolve service degradation affecting 200 customers (Enterprise, SMB, and Residential subscribers).



Tower NV-LAS-07
Critical Density Overload
 F-12048

| | |
|------------------------------------|---|
| Urgency | Work Status |
| 10 | NEW |
| Created | John Smith 51 min ago |
| Updated | John Smith Now |
| Incident Title | Tower NV-LAS-07 Critical Density Overload |
| Fault Severity | Critical |
| Incident Category | Hardware |
| Requires High-Cost Approval | No |

- Details**
- Impacted Customers
 - Customer Communication
 - Parts Request
 - Service Interruption Credit
 - Past Fault Incidents
 - Pulse
 - History
 - Email Conversations

✓ Initialize
✓ Detection
Assessment
Plan
Execution
Resolution

Assignments

Waiting for Agent to process Work queue record for deferred tasks • Due in 1 minute • Urgency: 10

Details

Asset ID Tower NV-LAS-07

Affected Service Area Sector B | Block 2

Incident Description
 Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.

Assessment Notes
 A critical density spike has been detected at Tower NV-LAS-07. The current load of 6,087 units far exceeds the normal operating range of 250-390 units, representing approximately a 15-24x increase. This indicates a severe system overload condition requiring immediate investigation and remediation.

Remediation Plan Summary
 Execute immediate field dispatch to Tower NV-LAS-07 and perform full replacement of Sector-B Radio Transceiver Unit, Baseband Processing Unit, Backhaul Link Interface, and Power Supply Unit to eliminate systemic hardware failure causing 15-24x density overload. Restore normal capacity operations and resolve service degradation affecting 200 customers (Enterprise, SMB, and Residential subscribers).

Thank you! The next step in this case has been routed...

Build an optimal repair plan

Define repair plan, check resources, and proactively gather missing inputs to prevent delays

The screenshot displays the Network Remediation App interface. At the top, a progress bar shows the stages: Initialize, Detection, Assessment, Plan (active), Execution, and Resolution. The main content area is divided into several sections:

- Incident Header:** Tower NV-LAS-07, Critical Density Overload, F-12048.
- Urgency:** 10.
- Work Status:** PENDING-APPROVAL.
- Created:** John Smith 38 min ago.
- Updated:** John Smith Now.
- Incident Title:** Tower NV-LAS-07 Critical Density Overload.
- Fault Severity:** Critical.
- Incident Category:** Hardware.
- Requires High-Cost Approval:** No.

The **Assignments** section shows: "Waiting for Agent to process" with a note: "Work queue record for deferred tasks • Due now • Urgency: 10".

The **Details** section includes:

- Asset ID:** Tower NV-LAS-07
- Affected Service Area:** Sector B | Block 2
- Incident Description:** Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.
- Assessment Notes:** A critical density spike has been detected at Tower NV-LAS-07. The current load is 6,087, which is approximately 15-24 times higher than the normal operating range of 250-390. This represents a severe anomaly that requires immediate investigation and intervention to prevent system failure or service disruption.
- Remediation Plan Summary:** Immediately dispatch field technician to Tower NV-LAS-07 Sector B to inspect and replace degraded hardware components (RTU, BBU, backhaul interface, and PSU) suffering from sustained 15-24x load overload; reconfigure routing and reset baseband processing to restore normal capacity and service to 119 impacted customers.

A sidebar on the left contains navigation icons and a list of related items under the **Details** tab: Impacted Customers, Customer Communication, Parts Request, Service Interruption Credit, Past Fault Incidents, Pulse, and History.

Tower NV-LAS-07

Critical Density Overload

F-12048

| | |
|------------------------------------|---|
| Urgency | Work Status |
| 10 | PENDING-APPROVAL |
| Created | John Smith 38 min ago |
| Updated | John Smith Now |
| Incident Title | Tower NV-LAS-07 Critical Density Overload |
| Fault Severity | Critical |
| Incident Category | Hardware |
| Requires High-Cost Approval | No |

- Details**
- Impacted Customers
 - Customer Communication
 - Parts Request
 - Service Interruption Credit
 - Past Fault Incidents
 - Pulse
 - History

Progress bar: Initialize ✓ | Detection ✓ | Assessment ✓ | **Plan** | Execution | Resolution

Assignments

Waiting for Agent to process Work queue record for deferred tasks • Due now • Urgency: 10

Details

Asset ID Tower NV-LAS-07

Affected Service Area Sector B | Block 2

Incident Description
Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.

Assessment Notes
A critical density spike has been detected at Tower NV-LAS-07. The current load is 6,087, which is approximately 15-24 times higher than the normal operating range of 250-390. This represents a severe anomaly that requires immediate investigation and intervention to prevent system failure or service disruption.

Remediation Plan Summary
Immediately dispatch field technician to Tower NV-LAS-07 Sector B to inspect and replace degraded hardware components (RTU, BBU, backhaul interface, and PSU) suffering from sustained 15-24x load overload; reconfigure routing and reset baseband processing to restore normal capacity and service to 119 impacted customers.

Vertical sidebar with icons: edit, list, user, and other controls.

Vertical sidebar with navigation icons: home, search, settings, etc.

Bottom right corner icon: star.



Tower NV-LAS-07 Critical Density Overload

F-12048

Urgency

10

Work Status

PENDING-APPROVAL

Created

John Smith 38 min ago

Updated

John Smith Now

Incident Title

Tower NV-LAS-07 Critical
Density Overload

Fault Severity

Critical

Incident Category

Hardware

Requires High-
Cost Approval

No

Details

Impacted Customers

Customer Communication

Parts Request

Service Interruption Credit

Past Fault Incidents

Pulse

History

✓ Initialize

✓ Detection

✓ Assessment

Plan

Execution

Resolution

Assignments

Waiting for Agent to process

Work queue record for deferred tasks • Due now • Urgency: 10

Details

Asset ID

Tower NV-LAS-07

Affected Service Area

Sector B | Block 2

Incident Description

Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.

Assessment Notes

A critical density spike has been detected at Tower NV-LAS-07. The current load is 6,087, which is approximately 15-24 times higher than the normal operating range of 250-390. This represents a severe anomaly that requires immediate investigation and intervention to prevent system failure or service disruption.

Remediation Plan Summary

Immediately dispatch field technician to Tower NV-LAS-07 Sector B to inspect and replace degraded hardware components (RTU, BBU, backhaul interface, and PSU) suffering from sustained 15-24x load overload; reconfigure routing and reset baseband processing to restore normal capacity and service to 119 impacted customers.

Coordinate prompt execution

Dispatch field teams, track progress and ensure timely and accurate resolution

The screenshot displays the Network Remediation App interface for a critical incident. The main header shows the incident title "Tower NV-LAS-07 Critical Density Overload" with ID "F-12048", an urgency of "10", and a work status of "PENDING-APPROVAL". A progress bar indicates the workflow stages: Initialize, Detection, Assessment, Plan, Execution (current), and Resolution. The "Assignments" section shows the task "Waiting for Agent to process" with a due time of "Due now" and an urgency of "10".

The "Details" section provides the following information:

- Asset ID:** Tower NV-LAS-07
- Affected Service Area:** Sector B | Block 2
- Incident Description:** Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.
- SLA Target Resolution Time:** 29 May 2026, 20:23
- Assessment Notes:** A critical density spike has been detected at Tower NV-LAS-07. The current load of 6,087 units far exceeds the normal operating range of 250-390 units, representing approximately a 15-24x increase. This indicates a severe system overload condition requiring immediate investigation and remediation.
- Remediation Plan Summary:** Execute immediate field dispatch to Tower NV-LAS-07 and perform full replacement of Sector-B Radio Transceiver Unit, Baseband Processing Unit, Backhaul Link Interface, and Power Supply Unit to eliminate systemic hardware failure causing 15-24x density overload. Restore normal capacity operations and resolve service degradation affecting 200 customers (Enterprise, SMB, and Residential subscribers).

The right-hand panel shows a communication log with a message from John Smith (Smith, John) at 20:35 on May 27, 2026. The subject is "Re: ExtMsg: Review & Refine Plan – Tower NV-LAS-07 Critical Density". The message content is: "Let's schedule this during night hours around 11.30PM. Access to tower is restricted during day time. Mark this as a high priority incident. Get Outlook for iOS". Below this is a message from the Pega AI Agent at 20:35 on the same date, with the subject "Review & Refine Plan – Tower NV-LAS-07 Critical Density". The message content is: "Hi John Smith, We need your assistance regarding F-12048. We are reaching out in connection with your request titled **Tower NV-LAS-07 Critical Density Overload**. As part of the **Review & Refine Plan** step, we kindly ask you to review the details below and provide the missing information so we can move forward."

At the bottom of the communication log, there is a section titled "Information Already on File" with a table:

| Field | Value |
|-------------------|----------|
| Fault Severity | Critical |
| Incident Category | Hardware |

⚡ Tower NV-LAS-07 Critical Density Overload

F-12048

Urgency **10** Work Status **PENDING-APPROVAL**

- ✓ Initialize
- ✓ Detection
- ✓ Assessment
- ✓ Plan
- Execution**
- Resolution

Assignments

Waiting for Agent to process Work queue record for deferred tasks • Due now • Urgency: 10

- Summary
- Details
- Impacted Customers
- Customer Communication
- Parts Request
- Service Interruption

Details

Asset ID Tower NV-LAS-07

Affected Service Area Sector B | Block 2

Incident Description
Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.

SLA Target Resolution Time 29 May 2026, 20:23

Assessment Notes
A critical density spike has been detected at Tower NV-LAS-07. The current load of 6,087 units far exceeds the normal operating range of 250-390 units, representing approximately a 15-24x increase. This indicates a severe system overload condition requiring immediate investigation and remediation.

Remediation Plan Summary
Execute immediate field dispatch to Tower NV-LAS-07 and perform full replacement of Sector-B Radio Transceiver Unit, Baseband Processing Unit, Backhaul Link Interface, and Power Supply Unit to eliminate systemic hardware failure causing 15-24x density overload. Restore normal capacity operations and resolve service degradation affecting 200 customers (Enterprise, SMB, and Residential subscribers).

Review & Refine Plan – Tower NV-LA... Wed, 27 May 2026, 20:34

Review & Refine Plan

WV Smith, John To: 0701SC-NetworkF-Work-FaultIncident • Wed, 27 May 2026, 20:35

Subject: Re: ExtMsg: Review & Refine Plan – Tower NV-LAS-07 Critical Density

Let's schedule this during night hours around 11.30PM. Access to tower is restricted during day time. Mark this as a high priority incident.

Get [Outlook for iOS](#)

PA Pega AI Agent To: John Smith • Wed, 27 May 2026, 20:35

Subject: Review & Refine Plan – Tower NV-LAS-07 Critical Density

Hi John Smith, We need your assistance regarding F-12048.

We are reaching out in connection with your request titled **Tower NV-LAS-07 Critical Density Overload**. As part of the **Review & Refine Plan** step, we kindly ask you to review the details below and provide the missing information so we can move forward.

✓ Information Already on File

| Field | Value |
|-------------------|----------|
| Fault Severity | Critical |
| Incident Category | Network |

Tower NV-LAS-07 Critical Density Overload

F-12048

Urgency
10

Work Status
PENDING-APPROVAL

✓ Initialize > ✓ Detection > ✓ Assessment > ✓ Plan > **Execution** > Resolution

Assignments

Waiting for Agent to process

Work queue record for deferred tasks • Due now •
Urgency: 10

Summary **Details** Impacted Customers Customer Communication Parts Request Service Interrup

Details

Asset ID Tower NV-LAS-07

Affected Service Area Sector B | Block 2

Incident Description

Tower NV-LAS-07 | Density spike detected: normal range 250-390, current load 6,087.

SLA Target Resolution Time 29 May 2026, 20:23

Assessment Notes

A critical density spike has been detected at Tower NV-LAS-07. The current load of 6,087 units far exceeds the normal operating range of 250-390 units, representing approximately a 15-24x increase. This indicates a severe system overload condition requiring immediate investigation and remediation.

Remediation Plan Summary

Execute immediate field dispatch to Tower NV-LAS-07 and perform full replacement of Sector-B Radio Transceiver Unit, Baseband Processing Unit, Backhaul Link Interface, and Power Supply Unit to eliminate systemic hardware failure causing 15-24x density overload. Restore normal capacity operations and resolve service degradation affecting 200 customers (Enterprise, SMB, and Residential subscribers).

Review & Refine Plan – Tower NV-LA... Wed, 27 May 2026, 20:34
Review & Refine Plan

WV **Smith, John** 😊

To: O701SC-NetworkF-Work-FaultIncident • Wed, 27 May 2026, 20:35 ▾

Subject: Re: ExtMsg: Review & Refine Plan – Tower NV-LAS-07 Critical Density

Let's schedule this during night hours around 11.30PM. Access to tower is restricted during day time. Mark this as a high priority incident.

Get [Outlook for iOS](#)

PA **Pega AI Agent** 😞

To: John Smith • Wed, 27 May 2026, 20:35 ▾

Subject: Review & Refine Plan – Tower NV-LAS-07 Critical Density

Hi John Smith, We need your assistance regarding F-12048.

We are reaching out in connection with your request titled **Tower NV-LAS-07 Critical Density Overload**. As part of the **Review & Refine Plan** step, we kindly ask you to review the details below and provide the missing information so we can move forward.

✓ Information Already on File

| Field | Value |
|----------------|----------|
| Fault Severity | Critical |

Solve case and close

Validate resolution, handle customer impact and compensation, and close the case with full traceability

The screenshot displays the 'Network Remediation App' interface. At the top, a progress bar shows the workflow stages: Initialize, Detection, Assessment, Plan, Execution, and Resolution. The 'Resolution' stage is currently active.

Case Details:

- Case ID:** Tower NV-LAS-07
- Severity:** Critical Density Overload
- Urgency:** 10
- Work Status:** PENDING-RESOLUTION
- Created:** John Smith 22 hr ago
- Updated:** John Smith 3 min ago
- Incident Title:** Tower NV-LAS-07 Critical Density Overload
- Fault Severity:** Critical
- Incident Category:** Hardware
- Requires High-Cost Approval:** No

Resolution Step: Review Goodwill Credit & Progress

- Provide Goodwill Credit to impacted customers
- Type of Goodwill Credit:** Select...
- Buttons: Cancel, Save for later, Submit

Emails:

- Review & Refine Plan – Tower NV-LAS-07 Critical Density Overload** (Review & Refine Plan) - Sun, 31 May 2026, 18:49
- From:** Pega AI Agent
- Subject:** Review & Refine Plan – Tower NV-LAS-07 Critical Density Overload
- Body:** Hi John Smith, We need your assistance regarding F-14004. This message pertains to the **Tower NV-LAS-07 Critical Density Overload** request, currently at the **Review & Refine Plan** stage. Please review the details already captured below and provide the missing information so we can proceed.

Information Already on Record

| Field | Value |
|-----------------------|----------------|
| Fault Severity | Critical |
| Incident Category | Hardware |
| Estimated Repair Cost | \$8,500.00 USD |

Impacted Parts (Already Identified)

| Part ID | Part / Device Name | Suggested Remediation Summary |
|--------------|---------------------------------|--|
| Sector-B-RTU | Sector-B Radio Transceiver Unit | Inspect for signal processing overload; replace if hardware failure confirmed under high load. |

Tower NV-LAS-07 Critical Density Overload

F-12048

| | |
|-----------------------------|---|
| Urgency | Work Status |
| 10 | PENDING-RESOLUTION |
| Created | John Smith 22 hr ago |
| Updated | John Smith 3 min ago |
| Incident Title | Tower NV-LAS-07 Critical Density Overload |
| Fault Severity | Critical |
| Incident Category | Hardware |
| Requires High-Cost Approval | No |

Details

Impacted Customers

Customer Communication

Parts Request

Service Interruption Credit

Past Fault Incidents

Pulse

History

Email Conversations

✓ Initialize

✓ Detection

✓ Assessment

✓ Plan

✓ Execution

Resolution

JS Review Goodwill Credit & Progress

 Provide Goodwill Credit to impacted customers

Type of Goodwill Credit

Select...

Cancel

Save for later

Submit

Emails

Review & Refine Plan – Tower NV-LAS-07 Critical Density Overload

Review & Refine Plan

Sun, 31 May 2026, 18:49

🤖 Pega AI Agent

Subject: Review & Refine Plan – Tower NV-LAS-07 Critical Density Overload

Hi John Smith, We need your assistance regarding F-14004.

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|-----------------------|----------------|
| Fault Severity | Critical |
| Incident Category | Hardware |
| Estimated Repair Cost | \$8,500.00 USD |

📦 Impacted Parts (Already Identified)

| Part ID | Part / Device Name | Suggested Remediation Summary |
|---------|--------------------|-------------------------------|
| | | |



Tower NV-LAS-07 Critical Density Overload

F-12048

| | |
|-----------------------------|---|
| Urgency | Work Status |
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| Created | John Smith 22 hr ago |
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 Provide Goodwill Credit to impacted customers

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Submit

Emails

Review & Refine Plan – Tower NV-LAS-07 Critical Density Overload
Review & Refine Plan

Sun, 31 May 2026, 18:49

Pega AI Agent

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| Part ID | Part / Device Name | Suggested Remediation Summary |
|---------|--------------------|-------------------------------|
| | | |

THROUGH THIS DEMO, YOU'VE SEEN

One predictable outcome.

Event-driven orchestration

01

Agentic Process Fabric automatically identifies the right workflow.

Policy enforced at runtime

02

Agents follow defined policy.

Multi-agent coordination

03

Agents orchestrated in a predictable way.

Human in the loop

04

Precisely when it counted, and through preferred channel.

Full audit trail

05

Every step is traceable and auditable from the start.

Client Experience delivered, proactively

06

Goodwill credit. Zero complaints.

Every one of these was by design.

How long does it take to build this?



– The case structure, the agents, the workflows –
generated in a **Blueprint session**.



Governance wired in by default – **not bolted on
after the fact**.



Developers work in natural language –
extending Pega via the MCP Toolkit.





AI ASSISTANT



Connect an AI provider



Anthropic

Claude and Claude Agent for advanced reasoning and code generation.

Add key



GitHub Copilot

An AI pair programmer that suggests code as you type and helps you stay in flow.

Sign in



OpenAI

An AI coding agent that can make changes, run code and tests, and complete multi-step tasks for you.

Add key

Home

Network Remediation App

Q Search tasks



7 TO-DO Create task

Authentication APP WIDE

Configure SSO - Network Remediation

OWNER:

Email accounts APP WIDE

Configure Email Account

OWNER:

Fault Incident WORKFLOWS

Integrate Impact Intelligence system

OWNER:

Fault Incident WORKFLOWS

Configure SLA for escalation during fault

OWNER:

Fault Incident WORKFLOWS

Classify & Prioritize with AI

OWNER:

Fault Incident WORKFLOWS

7 IN PROGRESS

Fault Incident WORKFLOWS

Configure UX - Fault Incident

OWNER: THOTS@PEGA.COM

Assessment WORKFLOWS

Configure step - Suggest repairs with co

OWNER: THOTS@PEGA.COM

Plan WORKFLOWS

Configure step - Spare parts require rep

OWNER: THOTS@PEGA.COM

Plan WORKFLOWS

Configure step - Estimated Cost & Resol

OWNER: THOTS@PEGA.COM

Plan WORKFLOWS

Configure step - Fetch Spare Parts Inver

OWNER: THOTS@PEGA.COM

Resolution WORKFLOWS

Configure step - Verify Resolution

30 IN REVIEW

Service Level Agreement DATA

Configure Data Model - Service Level Ag

OWNER:

Remediation Plan DATA

Configure Data Model - Remediation Pl

OWNER:

Device (or) Parts DATA

Configure Data Model - Device (or) Part

OWNER:

Network Fault Incident DATA

Configure Data Model - Network Fault I

OWNER:

Field Force Assignment DATA

Configure Data Model - Field Force Assi

OWNER:

Customer Communication DATA

Configure Data Model - Customer Com

133 DONE

Compute Amount WORKFLOWS

Configure step - Review Calculated

RESOLVED BY:

Approval Flow WORKFLOWS

Configure step - Senior Mgmt Approval

RESOLVED BY:

Incident Detection WORKFLOWS

Configure step - Review

RESOLVED BY:

Internal Approval WORKFLOWS

Configure step - Manager Approval

RESOLVED BY:

Content Generation WORKFLOWS

Configure step - Initial Review

RESOLVED BY:

Initial Review WORKFLOWS

Configure step - Manager Approval

RESOLVED BY:

Update Close WORKFLOWS



Every enterprise AI story that ends in chaos has the same missing ingredient.

No workflow. No policy. No case. No governance.

Predictable AI

The bridge between AI capability and enterprise confidence.

The Pega Way



Pega Predictable AI™ Agents are governed by design.



Pega works with the agents and tools you already have.



Pega uses AI precisely, generative where it creates value, predictable where it counts.



PegaWorld

JUNE 7-9 | LAS VEGAS

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