# Predictive Diagnostic Cloud

## Continuously improve application responsiveness, throughput, stability, and availability

**A Pega Datasheet**

Application monitoring systems provide a central tool to track performance data. However, administrators are tasked with data analysis to prioritize issues that affect application responsiveness, throughput, stability, and availability. As more processes become digitized, teams are burdened by more monitoring data. The sheer volume of that data makes it nearly impossible to prioritize fixes based on their overall value.

When teams are left to analyze the data, develop an action plan, and execute the changes, overall application performance suffers. Teams need intelligent tools to help them continuously execute faster.

Predictive Diagnostic Cloud is an intelligent agent that predicts, prioritizes, and notifies administrators about the health of your Pega applications. It leverages artificial intelligence (AI) to provide operations teams a prioritized list of action plans that ensure performance and stability. These insights are delivered in three key dashboards:

- **System Summary**
  Identifies the impact of application health on your business.

- **Improvement Plan**
  Identifies high-value opportunities to address and improve the health of your application.

- **Event Viewer**
  Provides a live stream of lower level details and more advanced filtering options. This is for advanced users.

## Challenge

The growing number and variety of customer engagement and digital process automation applications makes prioritizing improvement plans complex. Traditional application performance monitoring (APM) tools provide data that extends across digital experiences, applications, and AI, but not insight that allows teams to take preventative action and respond proactively, as well as reactively.

## Solution

Predictive Diagnostic Cloud is a software as a service (SaaS) health and diagnostic tool for Pega applications. Using AI , it employs patterns, reporting, and actions to prioritize preventative, proactive, and reactive actions to improve the overall health and performance of Pega applications.

# Predictive Diagnostic Cloud dashboards

Predictive Diagnostic Cloud monitors the Pega application layer using a unique knowledge base. Pega gathers alerts, system health, and guardrail violations generated by the applications, correlating and analyzing these data streams in real time. It proactively produces trending dashboards, aggregates system health scores, and emails notifications showing progress or degradation of the application's health.

The following gives a closer look at three key dashboards that deliver critical insights to administrators and teams.

# System Summary

Quickly review key performance interaction statistics for your system including:

- **Performance metrics:** Shows the amount of time a user spent for services or browser interactions.

- **Top items:** Shows basic data for the most problematic action items related to the response time with basic performance data from the last seven days.
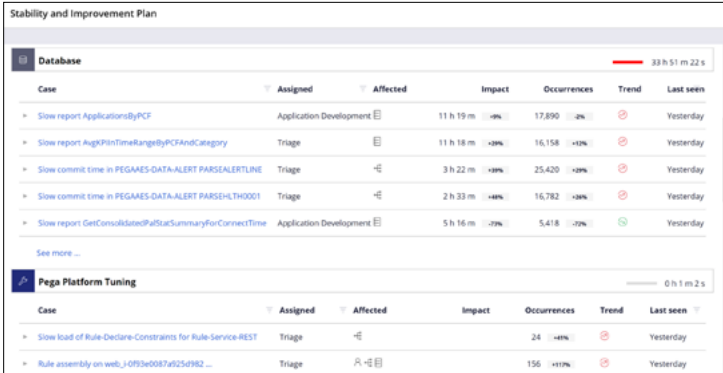
# Improvement Plan

Identify areas that can improve system performance with key performance statistics, including:

- **Application logic:** Issues related to the configuration that is used to incorporate the business logic in your application.

- **Connectors:** Issues related to the connectors that are used in your application.

- **Database:** Issues that occur in your database configuration.

- **Decisioning:** Issues related to Decision Strategy Manager (DSM).

- **Exceptions:** Issues that are related to errors in the code.

- **Pega Platform™ tuning:** Issues related to Pega Platform configuration.

# Event Viewer

For advanced users, Event Viewer provides the log data to analyze alerts and take action. In the Event Viewer, the following filters are available to support user analysis:

- **Interval:** The time period for the data.

- **Type:** The type of issue – exception or alert.

- **Label:** The alert title or exception message.

- **Operator:** Select the user account to see problems specific to each individual.

- **Application:** Select the application to view.

- **Requestor:** Select the session to search for alerts and exceptions.

- **Node:** Select the system from which the alerts and exceptions came.