Pega Process AI Pricing – Editions

April 2025 – Applicable for Process AI v24.2 and higher
Pega Intelligent Automation required to deploy.

Event Stream Triage
Pega Event Stream Triage detects meaningful trends and patterns in real-time data streams, and alerts organizations so they can effectively respond to emerging events in a timely fashion.

Category	Capability
Event Stream Processing	Supports a wide range of use cases including: **assisted troubleshooting, real-time behavior (e.g. fraud) detection, predictive maintenance, diagnostics, and event triage** scenarios.
	Event strategy canvas that enables complex event processing including real-time filtering, aggregation, windowing, lookups, splits, and joins
	Real-time event triggering based on pattern detection and complex event analysis
	Event strategy testing
	Decision Management Portal to manage and monitor Event Strategies
	Interaction history and summaries
	Revision management
Data Integration	Data sets for databases, file systems, data streams, and other sources
	Data flows (batch, real time, single case) that are data pipelines for flexible data integration. Includes support for multi-level subflows[1]
	Decision data store (requires additional data store instance)
	Google Big Query & Bigtable
	Google Pub/Sub
	Cloud Native DB integration (Snowflake, MongoDB)
	Streaming data platforms (including Kafka, Kinesis, Stream)

Process AI
Pega Process AI applies a range of sophisticated AI and decisioning capabilities in real-time to optimize business processes to improve operational efficiency and effectiveness.

Category	Capability
Self-Optimized Workflows	Supports a wide range of AI-backed use cases including: **straight through processing, work prioritization, and outcome (e.g. missed SLA, high cost, churn/fraud/rework) prediction**.
	Inject **real-time predictions** (Pega Adaptive, Pega NLP Pega Scorecards, & 3rd Party AI; see below) into workflows
	Apply **real-time NLP and text analytics** to workflow form data to improve case accuracy, speed, and to automatically classify cases to automate routing
	Combine AI and analytics with decision strategies (see below) to support sophisticated decision intelligence
	Enable real-time **smart routing** scenarios (straight-through processing, individual level fraud/error detection)
	Enable **case completion & SLA prediction** scenarios (onboarding, capacity planning, customer sat, penalty minimization)

Real-Time Decisioning	Out-of-the-box **Custom Predictions** enable authors to predict the outcome of *any* field in an application	
	A **Prediction Widget** and Overlay tile available in the end-user portal to help users understand the factors that drive predictions in real-time[2]	
	A **Prediction field type** to allow Predictions to easily integrate AI outcomes in decisions and workflow	
	Decision Management Portal to manage and monitor all Decisions	
	Real-time decision strategy canvas that unifies:	
	- Data transformations & decoration, proposition filtering	
	- Decision tables, decision trees, map value	
	- Adaptive & predictive models, scorecards	
	- Arbitration: prioritization, champion challenger, T-switch	
	- In canvas testing (single case, bulk)	
	Decision export facility	
	Revision management	
Machine Learning and Analytics	Prediction Studio, a full featured AI and Machine Learning Workbench	
	Pega adaptive models (real-time learning)	
	Pega natural language processing & text analytics	
	Pega scorecards	
	3rd party model support (AI, ML, statistics, NLP)	
	- Import & execute ONNX & PMML models (Python, R, SAS, etc.)	
	- Import & execute H2O.ai models	
	- AI Cloud Services (Google Vertex AI & AWS Sagemaker), real-time only	
	Decision-level Ethical Bias Monitoring and Reporting	
	Model transparency controls	
	MLOps, including shadow mode operation, champion-challenger evaluation, and deployment	
	Model monitoring and alerting	
	Model performance reporting	
Data Integration	Data sets for databases, file systems, data streams, and other sources	
	Data flows (batch, real time, single case) that are data pipelines for flexible data integration. Includes support for multi-level subflows[3]	
	Decision data store (requires additional data store instance)	
	Interaction history and summaries	
	Amazon Sagemaker & AI for Data Analysts	
	Google Vertex AI	
	H2O.ai (open source and Driverless AI)	
	Python (scikit learn library, more to be added)	
	Model Integration via PMML and ONNX	
	Google Big Query & Bigtable	
	Google Pub/Sub	
	Cloud Native DB integration (Snowflake, MongoDB)	
	Streaming data platforms (including Kafka, Kinesis, Stream)	

Effective April 2025, the offering previously known as "Process AI bundle" is no longer available. The offering previously known as "AI & Decisioning" is now named "Process AI" and has the capabilities available below. Clients who purchased the former "Process AI Bundle" are now entitled to both Event Stream Triage and the new "Process AI" offering. The functionality provided by this combination is identical to that of the former "Process AI bundle".

[1]Does not include use of the Data Flow 'Text Analyzer' and 'Decision Strategy' nodes.

[2]Natural language interpretation of predictions in the prediction widget and overlay is available with a license of Pega GenAI™ Analyze.

[3]Does not include use of the Data Flow 'Event Strategy' node.

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