



PEGA PROCESS AI PRICING MATRIX

September 2023

Pega Intelligent Automation required to deploy.

Category	Capability	Event Stream Triage	AI & Decisioning	Process AI Bundle
Self-Optimized Workflows	Inject real-time predictions (Pega Adaptive, Pega Predictive, 3rd Party AI; see below) into workflows		✓	✓
	Apply NLP and text analytics to workflow form data to improve case accuracy, speed, and to inform 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)		✓	✓
	Enable assisted troubleshooting, diagnostics, and event triage scenarios (event-based case invocation, high velocity anomaly detection, transaction dispute, device failure)	✓	✓	✓
	Predictions tab in App Studio to map predictions to case types		✓	✓
Real-Time Decisioning	Proposition Management — a library of proposed courses of actions		✓	✓
	Real-time decision strategy canvas that unifies:		✓	✓
	- <i>Data transformations & decoration, proposition filtering</i>		✓	✓
	- <i>Decision tables, decision trees, map value</i>		✓	✓
	- <i>Adaptive & predictive models, scorecards</i>		✓	✓
	- <i>Arbitration: prioritization, champion challenger, switch</i>		✓	✓
	- <i>In canvas testing (single case, bulk)</i>		✓	✓
Decision export facility		✓	✓	
Machine Learning and Analytics	Prediction Studio		✓	✓
	Pega predictive models (batch learning)		✓	✓
	Pega adaptive models (real-time learning)		✓	✓
	Pega natural language processing & text analytics		✓	✓
	3rd party model support (AI, ML, statistics, NLP)		✓	✓
	- <i>Import & execute PMML models (Python, R, SAS, etc.)</i>		✓	✓
	- <i>Import & execute H2O.ai & PMML models</i>		✓	✓
	- <i>AI Cloud Services (Google AI Platform & AWS Sagemaker), real-time only</i>		✓	✓
	Model transparency controls		✓	✓
	MLOps		✓	✓
	Model monitoring and alerting		✓	✓
	Model performance reporting		✓	✓

Event Stream Processing	Event strategy canvas	✓		✓
	-Support for real-time filtering, windowing, lookups, splits, and joins	✓		✓
	Event strategy testing	✓		✓
	Data sets and data flows (batch, real time, single case)	✓	✓	✓
	Decision data store (requires additional data store instance)	✓	✓	✓
	Interaction history and summaries	✓	✓	✓
	Revision management	✓	✓	✓
	Manage infrastructure & services	✓	✓	✓
Connectors & ISV Partnerships (partial list)	Celebrus	✓	✓	✓
	H2O.ai (open source and Driverless AI)		✓	✓
	Google AI Platform		✓	✓
	Amazon Sagemaker & AI for Data Analysts		✓	✓
	Streaming data platforms (incl Kafka, Kinesis, Stream)	✓	✓	✓

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