

Pega Process AI

Optimize processes with simple, powerful, real-time, low-code AI

Utilize Pega's industry-leading brain for intelligent automation

Pega Process AI™ uses Pega's industry-leading intelligence engine – which powers personalized one-to-one customer engagement at the world's largest organizations – to bring revolutionary self-optimizing workflows to the intelligent automation market.

Pega's intelligence engine empowers anyone to rapidly create, use, and deploy AI-powered applications, which combine event processing, real-time decisioning, business rules, natural language processing, and predictive analytics with a low-code configuration approach.

Built on Pega's low-code platform for AI-powered decisioning and workflow automation, Process AI's brain is centralized – meaning decisions and predictions can be consistently utilized across multiple applications, channels, and automations.

Pega Process AI makes it simple for organizations to:

- **Uncover opportunities** with integrated process mining to analyze historical processes and gain recommended changes – all to improve future process execution by quickly identifying bottlenecks, reworks, and other inefficiencies.
- **Be proactive, not reactive** by connecting high-throughput, real-time, sophisticated event processing with case management and process automation – so you can tap directly into streams of information to power your applications.
- **Make complex decisions simple** with industry-leading decision management, which arbitrates between rules and models to provide the next best action at every process touchpoint.
- **Eliminate the complexities of operationalizing AI** with low-code model development, AI performance and efficacy monitoring, and a configurable MLOps process.

Challenge

Harnessing big data is key to optimizing processes. Without real-time insights, processes can become slow, stale, and inefficient. Many organizations have invested in AI – yet have left it disconnected from the processes it needs to impact – creating delays in acting on insights.

How can you use AI to turn data into action in real time?

Solution

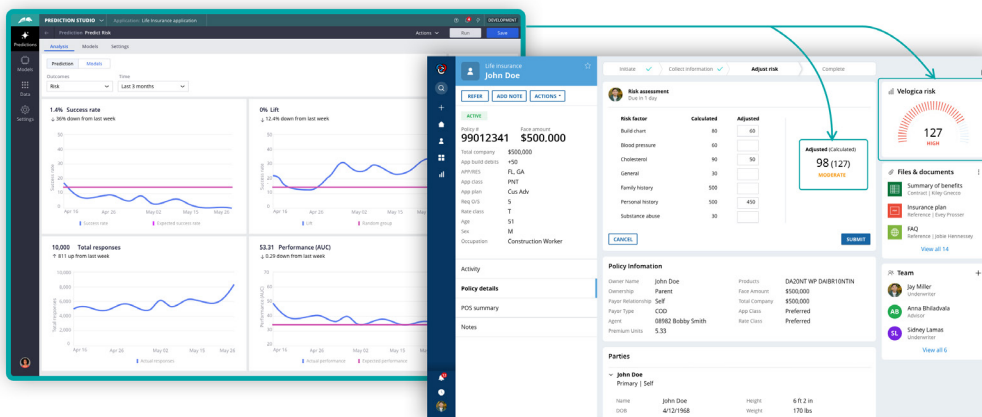
To unleash your data, you need a process automation engine with process mining, enterprise-scale machine learning predictions, event processing, natural language processing, and decision arbitration – all built in. Combining case management, back-end integrations, automation, and AI seamlessly in a single, low-code platform accelerates time-to-market and unlocks next-level workflow optimization.

Solve complex problems with AI – fast.

Pega Process AI is the only low-code, AI-enabled automation offering that is both proven for use at enterprise scale and architected for rapid, painless configuration and deployment.

Pega Process AI:

- Identifies bottlenecks, reworks, and other inefficiencies in minutes instead of hours:**
 Interactive visualizations provide users of all skill levels with a streamlined way to interpret their data using advanced process analysis capabilities.
- Delivers intelligent applications, ready for massive scale and sophistication:**
 Pega's intelligence engine has been proven to serve thousands of optimized decisions per second in a single application.
- Empowers developers with a powerful AI toolbox built for process optimization:**
 A wide array of intelligence-enabled capabilities are built right into the Pega Platform™. Pega Process AI unlocks the full power of all of them for use in process automation, including sophisticated business rules, natural language processing, speech-to-text, predictive analytics, event processing, and data visualization.
- Provides a complete AI development and management framework:**
 Pega Prediction Studio provides data scientists everything they need to author, deploy, monitor, and change AI models with low code. Complex decisions and insights can be published and evolved – and seamlessly used by low-code developers across multiple applications.



About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

For more information, please visit us at pega.com

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