



Pega Process AI - Editions

October 2024 – Applicable for Process AI v24.2

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 automatically classify cases to accelerate 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)		✓	✓
	Out-of-the-box Custom Predictions enable authors to predict the outcome of <i>any</i> field in an application		✓	✓
	Enable assisted troubleshooting, diagnostics, and event triage scenarios (event-based case invocation, high velocity anomaly detection, transaction dispute, device failure)	✓	✓	✓
	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		✓	✓
	Predictions field type to ease the mapping of models and predictions to case types		✓	✓
Real-Time Decisioning	Decision Management Portal to manage, simulate and test, deploy and monitor decisions, and provide central access to Decisions and Decision Strategies, Predictions, Event Strategies, and Data Flows		✓	✓
	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		✓	✓
Proposition Management – a library of proposed courses of actions		✓	✓	

Artificial Intelligence	Prediction Studio		✓	✓
	Pega adaptive models (real-time learning)		✓	✓
	Pega natural language processing & text analytics		✓	✓
	Pega predictive models (batch learning)		✓	✓
	3rd party model support (AI, ML, statistics, NLP)		✓	✓
	- Import & execute H2O.ai, ONNX, & PMML models		✓	✓
	- Real-Time AI Connectors (Google Vertex AI & AWS Sagemaker)		✓	✓
	Prediction API for integrating with and remotely managing and monitoring Pega Predictions and 3rd party models		✓	✓
	Decision-level Ethical Bias monitoring and reporting		✓	✓
	Model transparency controls		✓	✓
	MLOps		✓	✓
	Model monitoring and alerting		✓	✓
	Model performance reporting		✓	✓
	Prediction-level automated model explanations (adaptive)		✓	✓
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 ³	✓	✓	✓
Connectors & ISV Partnerships (partial list)	Amazon Sagemaker & AI for Data Analysts		✓	✓
	Google Big Query	✓	✓	✓
	Google Pub/Sub	✓	✓	✓
	Google Vertex AI		✓	✓
	H2O.ai (open source and Driverless AI)		✓	✓
	Python library connecting to Prediction API		✓	✓
	Snowflake	✓	✓	✓
	Streaming data platforms (incl Kafka, Kinesis, Stream)	✓	✓ ^{1, 4}	✓

¹ Via Data Flow integration only; Event Strategies are not included in this offering.

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

³ Via Pega Cloud. All Process AI Editions are available on-premise as well.

⁴ As of Infinity 24.2 Pega now offers 'BIX – Real-Time' for real-time export of case data to streaming data platforms. Please consult with your Pega specialist to see which offering is best for your business needs.

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