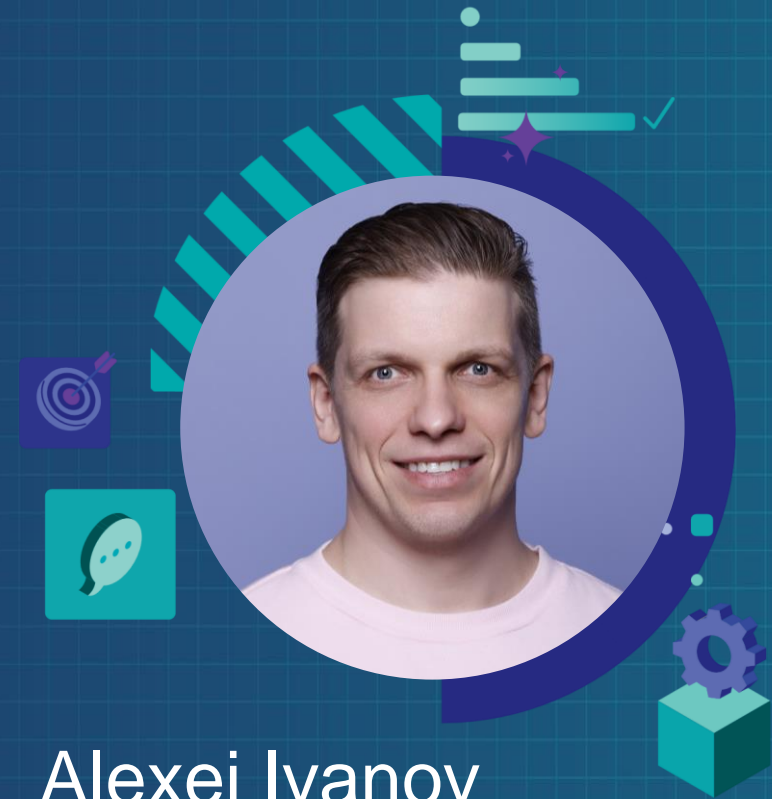


# Real World Solutions in the Flow of Innovation



Alexei Ivanov

Government CTO,  
Pega



**Pega is THE enterprise AI decisioning and workflow automation platform**

that unlocks business-transforming outcomes  
with real-time optimization

Unified platform combines statistical and generative AI for transformational results

# Only Pega delivers on three distinct approaches to AI

## AI Transformation



**Redesign** legacy workflows and systems to **transform the enterprise**

✦ GenAI

## AI Productivity Tools



Improve efficiency through **summarization**, access to **knowledge**, and contextual **coaching**

✦ GenAI

## AI Decisioning



**Optimize** customer interactions and workflows in **real-time**

✦ Statistical AI

# Agency Transformation and Productivity

Leveraging the latest Pega GenAI capabilities



## Halloween Treats Agency

“committed to creating a safe and magical trick-or-treating experience for children and families across the United States”



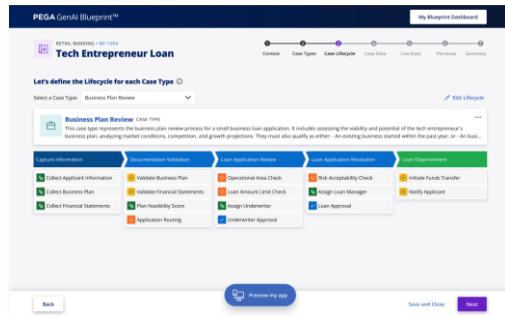
Pega GenAI™ ✨  
**Blueprint**

Pega GenAI™ ✨  
**Coach**

# Design to go-live, fast, with Pega GenAI Blueprint™

1

Build on best practices.

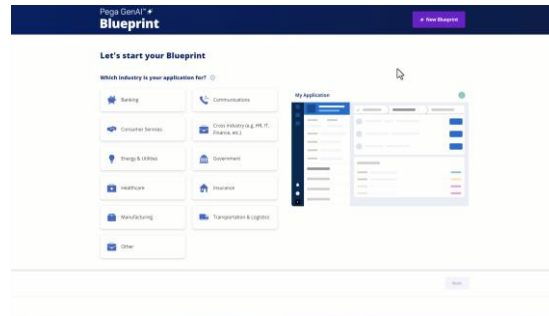


Pega GenAI generated **template**

Pre-built **industry templates**

2

Collaborate seamlessly.

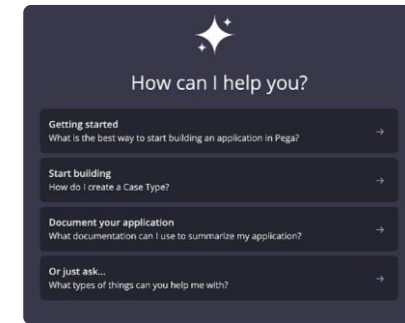


Capture requirements in **Pega language**

Add **collaborators** and **preview app** throughout

3

Jumpstart development.



Eliminate **requirements translation**

Import into Pega to **generate new application**, in seconds

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Pega GenAI™ ✨  
**Blueprint**

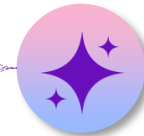
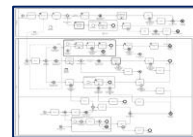
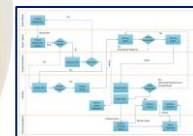
✨ **Demo Time**



**G**eneral **H**elp & **O**perations **S**upport **T**erminal

# Reimagine your processes, fast, informed by legacy

Pega GenAI ✨ **Blueprint™**



GenAI  
**BPMN &  
OpenAPI  
Analysis**

PEGA GenAI Blueprint™ My Blueprint Dashboard

RETAIL BANKING - BP-1004

### Tech Entrepreneur Loan

Content Case Types Case Lifecycle Case Data Live Data Personas Summary

Let's define the Lifecycle for each Case Type

Select a Case Type: Business Plan Review Edit Lifecycle

**Business Plan Review** CASE TYPE

This case type represents the business plan review process for a small business loan application. It includes assessing the viability and potential of the tech entrepreneur's business plan, analyzing market conditions, competition, and growth projections. They must also qualify as either: An existing business started within the past year, or: An busi...

Capture Information	Documentation Validation	Loan Application Review	Loan Application Rejection	Loan Disbursement
<input checked="" type="checkbox"/> Collect Applicant Information	<input checked="" type="checkbox"/> Validate Business Plan	<input checked="" type="checkbox"/> Operational Area Check	<input checked="" type="checkbox"/> Risk Acceptability Check	<input checked="" type="checkbox"/> Initiate Funds Transfer
<input checked="" type="checkbox"/> Collect Business Plan	<input checked="" type="checkbox"/> Validate Financial Statements	<input checked="" type="checkbox"/> Loan Amount Limit Check	<input checked="" type="checkbox"/> Assign Loan Manager	<input checked="" type="checkbox"/> Notify Applicant
<input checked="" type="checkbox"/> Collect Financial Statements	<input checked="" type="checkbox"/> Plan Feasibility Score	<input checked="" type="checkbox"/> Assign Underwriter	<input checked="" type="checkbox"/> Loan Approval	
	<input checked="" type="checkbox"/> Application Routing	<input checked="" type="checkbox"/> Underwriter Approval		

Back Preview my app Save and Close Next

# Do More with Pega's GenAI productivity tools




## Scale expertise



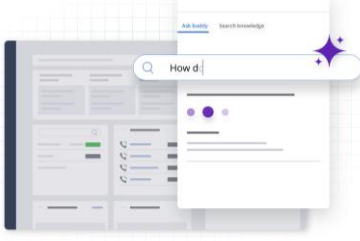
Ask your workflows

**Pega GenAI Coach™**

Scales expertise by directing employees with AI-powered guidance based on your specific best practices & policies.




## Gain instant knowledge




Ask your documents

**Pega GenAI Knowledge Buddy™**

Connects employees with instant answers from disparate data sources via an easy-to-use conversation interface.




## Make data work for you



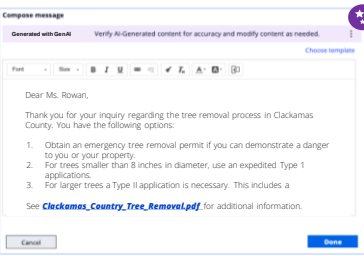
Chat with your data

**Pega GenAI Analyze™**

Turns GenAI-powered conversational prompts into reports that tell a cohesive story and inform high-impact action.



## Focus on what matters



Automate tedious tasks

**Pega GenAI Automate™**

Enhances employee productivity by automating manual work like composing emails and chat messages.



Pega GenAI™ ✨

**Coach**

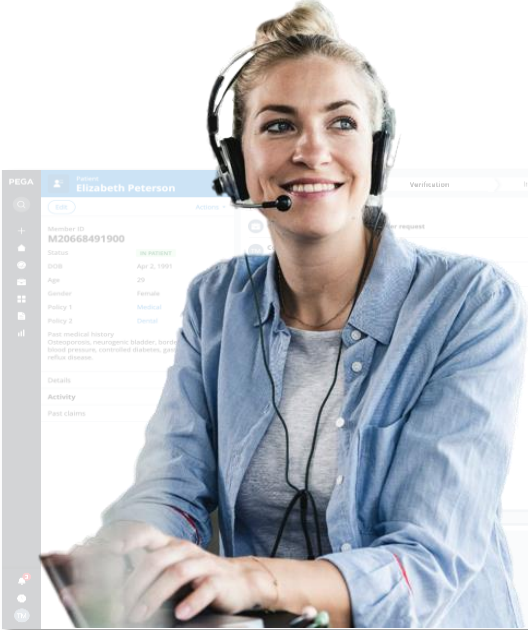
✨ **Demo Time**



**Back Office Operations**

# Make every employee your best employee

Do more across your agency...

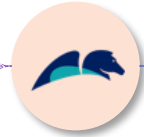


Pega GenAI™ ✦  
**Coach**

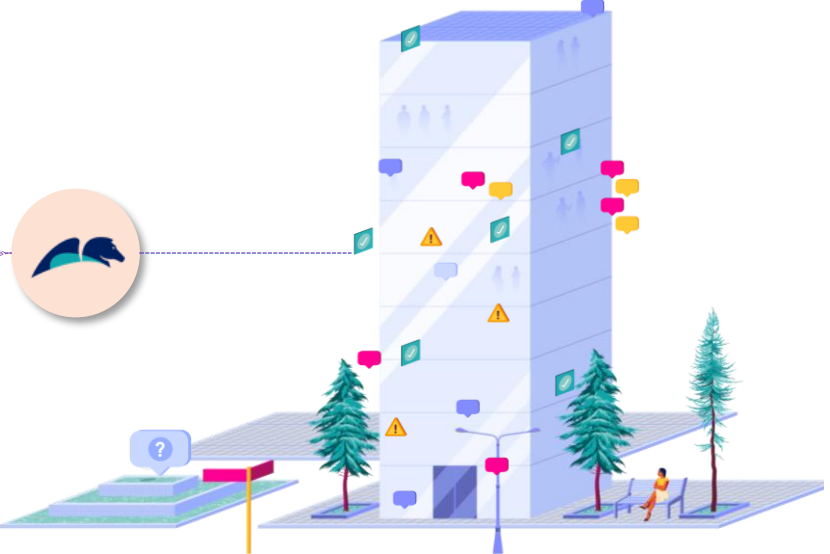
Pega GenAI™ ✦  
**Knowledge Buddy**

Pega GenAI™ ✦  
**Analyze**

Pega GenAI™ ✦  
**Automate**



... and build the  
**Autonomous Enterprise**  
of the future





# AI is changing everything.

Stop by the **Tech Pavilion** to see how **Pega** can help



[pega.com/blueprint](https://pega.com/blueprint)

# Thank You

