

PEGA LIVE LEARNING

Course Catalog

Facilitated by Pega's Authorized Training Partners — a complete guide to live, expert-led courses and workshops.

9 categories 45 courses & workshops Half-day to 10-day formats

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CATEGORY 01

Intro to Pega

Start here — build a foundational understanding of the Pega Platform and what it can do.

4 COURSES

INTRO TO PEGA

Extended Training – Project Onboarding

IN PARTNERSHIP WITH



40 hours

AVAILABLE IN
EMEA

LANGUAGES
Spanish

DESIGNED FOR

- Newly certified Pega professionals seeking real project experience
- Pega practitioners refreshing and updating their platform skills
- Experienced IT professionals transitioning from other technologies into Pega

VALUE

- Accelerated project onboarding
- Guided application of best practices
- Seamless Business & IT alignment
- Practical, outcome-focused delivery

OUTCOMES

- **Accelerate project understanding from day one**
Fast-track onboarding into real project context, roles and delivery expectations
- **Collaborate effectively across Business and IT**
Enable shared understanding through structured, hands-on delivery practices
- **Apply Pega best practices in real delivery scenarios**
Translate training concepts into consistent, production-ready execution patterns



INTRO TO PEGA

Pega Basics for Stakeholders

IN PARTNERSHIP WITH



2 Days

AVAILABLE IN
EMEA

LANGUAGES
English, Dutch

DESIGNED FOR

- Product Owners, Scrum Masters, Testers, Business and IT Management who want the shared baseline of Pega knowledge that every team member and manager should have when working on a Pega project.

VALUE

- Improve collaboration and communication across the whole team by giving everyone a common understanding of the Pega mindset, architecture and the Blueprint Delivered Methodology.

OUTCOMES

- A basic understanding of the Pega case lifecycle and Pega architecture
- Familiarity with the Blueprint Delivered Methodology
- Hands-on experience creating and understanding a Pega Blueprint

INTRO TO PEGA

Pega One Day

1 Day (8 hours)

AVAILABLE IN
EMEA

IN PARTNERSHIP WITH



LANGUAGES
English, Dutch

DESIGNED FOR

- Anyone wanting basic Pega knowledge, without prior experience
- Managers, Product Owners, Project Managers & SMEs exploring what Pega can do

VALUE

- A fast, practical introduction to the Pega Platform
- Understand how low-code, intelligent automation & GenAI deliver value faster, improve customer experiences and accelerate digital transformation

OUTCOMES

- Understand the fundamentals of the Pega Platform and low-code development
- Build business applications using Pega App Studio
- Apply Pega GenAI to accelerate application delivery
- Model business processes and customer journeys effectively
- Work with data and reporting capabilities within Pega
- Design intuitive user experiences
- Understand the end-to-end journey from business idea to working application

INTRO TO PEGA

Pega Reskilling

IN PARTNERSHIP WITH



10 Days

AVAILABLE IN
AMS, EMEA

LANGUAGES
English, Spanish, Portuguese

DESIGNED FOR

- Skilled professionals in other technologies
- Clients needing to fast-track teams for projects or a COE

VALUE

- Faster learning
- Lots of practice
- Real Pega project experienced instructors

OUTCOMES

- **Fast transition to a new technology stack (Pega)**
Move quickly and confidently from another technology into Pega
- **Understand Pega architecture**
Learn how to leverage Pega's accelerators to deliver faster

INTRO TO PEGA

What Is Pega?

IN PARTNERSHIP WITH



4 hours

AVAILABLE IN
AMS, APJ, EMEA

LANGUAGES
English

DESIGNED FOR

- Product & project managers, SMEs
- Scrum masters, delivery leads & sales people
- Testers, Solution Builders & deployment engineers

VALUE

- Improved ROI, faster delivery
- Business & IT alignment
- Clear, outcome-driven solutions

OUTCOMES

- **Understand Pega's Build for Change approach**
Focus on enterprise reuse and solving problems with out-of-the-box functionality
- **List Pega Platform's features and benefits**
Identify opportunities that are a great fit for Pega solutions
- **Describe the center-out development approach**
Align stakeholders on integrated, automated, omni-channel applications



CATEGORY 02

Solution Design & Business Architect

Shape build-ready solutions and grow the business architecture skills that turn intent into delivery.

12 COURSES & WORKSHOPS

Blueprint Delivered



DESIGNED FOR

- Solution designers & solution builders
- Business & System Architects with Pega configuration experience
- Teams modernizing their delivery approach with AI-powered tooling

VALUE

- Reduce delivery time by up to 50% — collapse months of discovery into days
- Replace legacy SDLC with a unified, governed delivery flow
- Activate real-time collaboration to reduce rework and unlock ROI sooner

OUTCOMES

- Explain the purpose and benefits of the Blueprint Delivered methodology
- Identify the key components: Blueprint, App Studio & Pega Cloud
- Outline the three phases — Blueprinting, Authoring & Value Activation
- Produce a high-fidelity, import-ready Blueprint that reflects business intent

Business Architect



DESIGNED FOR

- Business analysts & process architects
- Project managers, business architects & business managers
- Core business stakeholders

VALUE

- Improved ROI, faster delivery
- Business & IT alignment
- Clear, outcome-driven solutions
- Pega Certification

OUTCOMES

- Design Case Lifecycles using Pega's Blueprint Delivered methodology
- Configure data models and integrations for case processing
- Build user interfaces with Views, widgets, and Portals
- Apply automation, validations, and decisioning logic
- Manage agile delivery with Agile Workbench and App Studio

Business Architect Exam Prep

1 Day



DESIGNED FOR

- Business architects preparing for the PCBA certification
- Practitioners who completed the Business Architect mission or an ILT BA '25 course
- Teams seeking a focused, instructor-led review before the exam

VALUE

- Focused, exam-aligned review of core PCBA topics
- Instructor guidance, best practices & practical insights
- Effective test-taking and time-management strategies

OUTCOMES

- Understand the format, structure & scoring of the PCBA exam
- Review core topics: business process modeling, requirements definition & Case design
- Apply business architecture best practices on the Pega Platform
- Develop effective test-taking and time-management strategies

Solution Designer



DESIGNED FOR

- Client product owners & business leads
- Partner solution consultants & advisory teams
- Teams running discovery, solutioning, or early-stage design workshops

VALUE

- Faster design
- Business & IT aligned
- Clear, outcome-driven solutions

OUTCOMES

- **Lead discovery with clarity**
Guide collaborative sessions with business and IT to uncover real needs
- **Design in real time with Blueprint**
Translate ideas into build-ready solutions during live co-creation
- **Deliver a validated solution design**
Align stakeholders on a clear, outcome-focused design before build begins

SOLUTION DESIGN & BUSINESS ARCHITECT

Business Architect Express

IN PARTNERSHIP WITH

BearingPoint



3 Days

AVAILABLE IN
EMEA

LANGUAGES
English, Spanish, French

DESIGNED FOR

- Business analysts & product owners
- Process experts and project stakeholders
- Teams needing a fast Pega overview

VALUE

- Faster onboarding
- Business & IT aligned
- Hands-on App Studio learning

OUTCOMES

- **Understand Pega Business Architect foundations**
Learn case management, data, user experiences and business rules
- **Build progressively in App Studio**
Develop a practical application that applies the concepts seen during the course
- **Contribute faster to Pega projects**
Use a shared language with technical teams and support business-focused solution design



SOLUTION DESIGN & BUSINESS ARCHITECT

Citizen Developer Training

IN PARTNERSHIP WITH



1–3 Days

AVAILABLE IN
AMS

LANGUAGES
English

DESIGNED FOR

- Citizen Developers
- Business Analysts
- Business Stakeholders

VALUE

- Rapid application design
- Streamlined implementation
- Real-world best practices

OUTCOMES

- Identify Pega use cases
- Quickly build workflows and applications
- Navigate App Studio with confidence
- Understand foundational Pega concepts

SOLUTION DESIGN & BUSINESS ARCHITECT

Delivery Governance & CoE Workshop

4 Days

AVAILABLE IN
AMS

IN PARTNERSHIP WITH



LANGUAGES
English

DESIGNED FOR

- Architecture leaders, platform owners & delivery managers
- Governance teams, PMO organizations & enterprise transformation leaders
- Organizations establishing scalable governance and enterprise delivery foundations

VALUE

- Accelerate enterprise Pega governance and CoE maturity planning
- Align organizational structure, delivery functions & governance best practices
- Establish scalable operational foundations and delivery standards for long-term growth

OUTCOMES

- Understand standard Pega CoE models, governance structures & delivery best practices
- Assess current-state delivery organization, governance functions & operational maturity
- Identify organizational gaps, improvement opportunities & governance recommendations
- Develop a future-state CoE operating model, governance framework & maturity roadmap

Operations Value & Use Case Discovery Workshop

IN PARTNERSHIP WITH



4 Days

AVAILABLE IN
AMS

LANGUAGES
English

DESIGNED FOR

- CIOs, business leaders, operations managers & product owners
- Transformation teams, enterprise architects & solution consultants
- Organizations early in their Pega adoption journey, including pre-sales & evaluation

VALUE

- Accelerate operational transformation discovery and Pega adoption planning
- Align business challenges, workflows & technology opportunities
- Translate business ideas into high-fidelity, outcome-driven Pega Blueprint models

OUTCOMES

- Identify operational challenges, opportunity areas & potential Pega use cases
- Prioritize workflows and translate them into candidate Pega case types
- Build and validate a high-fidelity Pega GenAI Blueprint model for a selected use case
- Deliver a prioritized transformation roadmap and repeatable Blueprint discovery approach

Product Owner

IN PARTNERSHIP WITH



20 hours

AVAILABLE IN
EMEA

LANGUAGES
Spanish

DESIGNED FOR

- Business stakeholders involved in defining digital solutions
- Product Owners prioritizing requirements and maximizing business value
- Functional leaders collaborating with technical teams in agile projects

VALUE

- Learn to transform business needs into structured Pega solutions
- Discover how App Studio accelerates application design
- Improve communication between business and development teams

OUTCOMES

- **Define requirements**
Translate business needs into well-structured user stories and application features
- **Design with App Studio**
Create and refine business solutions using Pega App Studio and low-code capabilities
- **Collaborate effectively**
Work confidently with architects and developers to deliver business value

SOLUTION DESIGN & BUSINESS ARCHITECT

Solution Design Accelerator

3 Days (3 hrs/day)

AVAILABLE IN
AMS

IN PARTNERSHIP WITH



LANGUAGES
English

DESIGNED FOR

- Solution Design Leads shaping new AI and workflow initiatives
- Business Architects, Product Owners & Solution Architects defining MVP direction
- Cross-functional teams aligning business goals to delivery priorities

VALUE

- Embed value realization into solution design and delivery decisions
- Improve alignment between business goals and delivery priorities
- Strengthen confidence in MVP and roadmap decisions

OUTCOMES

- Define measurable business outcomes and value drivers
- Prioritize capabilities and define an initial MVP direction
- Develop a draft roadmap and next-step action plan aligned to delivery priorities



CATEGORY 03

Solution Builder, System Architect & Senior System Architect

Build production-ready Pega applications at enterprise scale, from core development to advanced architecture.

9 COURSES

System Architect



DESIGNED FOR

- System architects and developers
- More technical business architects

VALUE

- Improved ROI, faster delivery
- Business & IT alignment
- Clear, outcome-driven solutions
- Pega Certification

OUTCOMES

- Leverage Pega's AI capabilities to accelerate application design
- Design and build end-to-end applications, from Case design to process automation
- Model and integrate core data into a unified data landscape
- Design a modern, intuitive UX with Pega's Constellation design system
- Implement foundational security and access control policies
- Apply modern development practices for quality and team-based delivery

System Architect Exam Prep



DESIGNED FOR

- System architects preparing for the PCSA certification exam
- Practitioners who completed the System Architect mission or an ILT SA '25 course
- Teams seeking a focused, instructor-led review before the exam

VALUE

- Focused review of exam topics under instructor expertise
- Access to a question bank for hands-on practice
- Confidence in exam conditions, expectations & registration

OUTCOMES

- Understand the exam format, structure & scoring system
- Review exam topics, including case management and data integration
- Develop effective test-taking strategies and time-management skills
- Familiarize with exam conditions and learn how to register

Senior System Architect



DESIGNED FOR

- System Architects & Solution Builders taking their Pega skills to the next level
- Existing certified System Architects

VALUE

- Advanced techniques
- Design patterns & reuse
- Enterprise-scale solutions
- Pega Certification

OUTCOMES

- **Rule resolution & enterprise reuse**
Design enterprise class reuse, rule management, packaging, deployment & DevOps
- **Sophisticated case management**
Build advanced case solutions; integrate Pega with connectors & services, with error handling
- **Security & data management**
Work with more technical rules across security and data

Solution Builder



DESIGNED FOR

- Pega System Architects, Senior System Architects & technical delivery teams
- Developers and implementation resources preparing for active delivery projects
- Organizations seeking flexible training models aligned to operational schedules

VALUE

- Build production-ready Pega development capabilities aligned to standard curriculum
- Reinforce learning through enterprise implementation examples and real-world scenarios
- Provide flexible learning formats tailored to client needs and team availability

OUTCOMES

- Understand standard Solution Builder concepts, tools & development best practices
- Build working Pega applications using Blueprint Delivered methodology and AI-powered tooling
- Apply knowledge using practical implementation examples and enterprise delivery scenarios
- Enable teams through instructor-led, hybrid, part-time, full-time or guided self-study approaches

Solution Builder Advanced



DESIGNED FOR

- Client technical leads scaling Pega across programs or business units
- Partner solution builders and architects leading complex implementations
- Teams responsible for integrations, performance & multi-application delivery

VALUE

- Enterprise-ready delivery
- Seamless integrations
- Strong technical leadership

OUTCOMES

- **Design and build complex solutions**
Deliver multi-layered applications across workflows, data and integrations
- **Handle integrations and architecture challenges**
Design solutions that work seamlessly across systems and environments
- **Lead scalable, enterprise delivery**
Ensure solutions perform, scale and meet enterprise standards

SOLUTION BUILDER, SYSTEM ARCHITECT & SENIOR SA

Experiential Pega Training

5 or 10 Days

AVAILABLE IN
AMS

IN PARTNERSHIP WITH



LANGUAGES
English

DESIGNED FOR

- Beginner Pega developers
- Software developers
- IT managers

VALUE

- Independent development
- Comprehensive learning path
- Real-world best practices

OUTCOMES

- Understand Pega building blocks
- Navigate the development environment
- Build a simple Pega application
- Contribute effectively to a delivery team
- Be prepared for the CSA certification exam

SOLUTION BUILDER, SYSTEM ARCHITECT & SENIOR SA

Pega Capability Expansion Workshop

IN PARTNERSHIP WITH



3 Days

AVAILABLE IN
AMS

LANGUAGES
English

DESIGNED FOR

- Platform owners, product owners & application teams
- IT leadership, business stakeholders & product strategy groups
- Organizations maximizing the value of their existing Pega investment

VALUE

- Accelerate platform value realization and capability expansion planning
- Align business goals, product vision & platform enhancement opportunities
- Identify underutilized capabilities and future-state opportunities through collaborative discovery

OUTCOMES

- Review current application capabilities, product backlog items & desired outcomes
- Collaboratively identify enhancement opportunities, automation ideas & underutilized features
- Develop consolidated recommendations and proposed capability expansion initiatives
- Deliver a prioritized capability expansion roadmap and actionable backlog recommendations

SOLUTION BUILDER, SYSTEM ARCHITECT & SENIOR SA

Pega Platform Health & Optimization Workshop

IN PARTNERSHIP WITH



3 Days

AVAILABLE IN
AMS

LANGUAGES
English

DESIGNED FOR

- Pega architects, platform owners & application support teams
- Governance leaders, delivery teams & architecture review groups
- Organizations evaluating, optimizing and future-proofing existing implementations

VALUE

- Accelerate platform health assessment and optimization planning
- Align architecture, implementation quality & governance best practices
- Establish a repeatable framework for technical debt, optimization & remediation

OUTCOMES

- Review current-state application architecture, implementation patterns & health indicators
- Identify technical debt, performance challenges, design gaps & optimization opportunities
- Build a prioritized remediation and future-state improvement strategy
- Equip teams with a repeatable approach for evaluating & optimizing application health

SOLUTION BUILDER, SYSTEM ARCHITECT & SENIOR SA

Reimagine Legacy Pega Applications Workshop

IN PARTNERSHIP WITH



3 Days

AVAILABLE IN
AMS

LANGUAGES
English

DESIGNED FOR

- Solution architects, platform owners & application teams
- Business and technology stakeholders leading modernization initiatives
- Organizations modernizing legacy Pega applications using Blueprint-driven approaches

VALUE

- Accelerate legacy application modernization and future-state planning
- Align business vision, operational goals & technology modernization strategy
- Transform existing applications into high-fidelity Blueprint-driven future-state models

OUTCOMES

- Review and assess the current-state application architecture and operational limitations
- Transfer the legacy application into Pega Blueprint using Signature Application capabilities
- Build and refine a high-fidelity future-state Blueprint model with enhancement opportunities
- Deliver a modernization roadmap, enhancement strategy & Blueprint transition approach



CATEGORY 04

Lead System Architect

Master design thinking and architectural concepts at the highest level of Pega certification.

1 PROGRAM

LSA Enablement & Certification

15 hours over 5 days



IMMERSION PROGRAM

- **New LSA training format**
Covers core design thinking and architectural concepts
- **15 hours of live, expert-led training**
Schedule: 3 hours per day, Monday through Friday
- **Fixed fee of \$500 per seat**
Includes a complimentary LSA Architecture exam voucher*

CERTIFICATION FORMAT

- **LSA Architecture Exam**
Two-hour exam delivered at Pearson VUE testing centers
- **LSA Application Design & Build Exam**
New merged Part 2 format — reduced \$500 USD fee, 14-day exam duration

* 80% attendance of the LSA Immersion program is mandatory.

LSA Part 1: Architecture Exam Prep

Free



DESIGNED FOR

- Aspiring Lead System Architects preparing for the certification exam
- LSA candidates building an enterprise architecture mindset

VALUE

- Free, instructor-led coaching
- Bi-weekly live sessions
- Study materials & recordings
- Expert exam orientation

OUTCOMES

- **Infrastructure & Architecture**
Master architectural approaches for scalable, robust enterprise applications
- **Planning & Design**
Apply key design principles and industry best practices for maintainable solutions
- **Implementation & Deployment**
Govern, orchestrate & accelerate AI-driven outcomes across enterprise solutions

LSA Part 2: Application Design & Build Prep



DESIGNED FOR

- Aspiring Lead System Architects preparing for the Part 2 exam
- LSA candidates ready to design & build enterprise apps

VALUE

- Free, instructor-led coaching
- Bi-weekly live sessions
- Retired LSA exam scenarios
- Study materials & recordings

OUTCOMES

- **Blueprints & AI-assisted design**
Create high-fidelity Blueprints and refine workflows, case types & life cycles with AI-assisted techniques
- **Enterprise architecture patterns**
Apply enterprise-grade design patterns — modular, reusable architectures with specialization, situation layers & API-first design
- **Data, build & deployment**
Build data models & integrations, apply declarative & procedural best practices, and package & deploy applications



CATEGORY 05

Customer Decision Hub

Configure 1:1 customer engagement and real-time decisioning with Pega Customer Decision Hub.

2 COURSES

Decisioning Consultant

4-5 Days



DESIGNED FOR

- Decisioning consultants & business analysts
- Teams configuring Pega Customer Decision Hub
- Practitioners building 1:1 customer engagement skills

VALUE

- Practical, hands-on decisioning configuration skills
- Instructor-guided demos and exercises
- Build and test core CDH decisioning components

OUTCOMES

- Describe NBA and key CDH components for 1:1 customer engagement
- Build and validate strategies using rules, AI models & engagement policies
- Explain inbound vs. outbound execution and use simulations to troubleshoot outcomes
- Interpret predictive and adaptive model behavior across lifecycle, governance & deployment

CUSTOMER DECISION HUB

CDH Enablement

IN PARTNERSHIP WITH



1 Day

AVAILABLE IN
EMEA

LANGUAGES
English, Dutch

DESIGNED FOR

- Customer-facing and decisioning teams wanting hands-on CDH experience
- Tailored to your industry: Financial Services, Insurance, Comms & Media, Government, Healthcare & Life Sciences, and Travel & Hospitality

VALUE

- Turn AI and personalisation talk into action in a single day
- Use your own product, customers and business challenges

OUTCOMES

- A working customer "brain" built end to end in your own sandbox
- Hands-on CDH and NBA Designer skills — Next Best Actions, targeting, arbitration & contact policies
- A Blueprint around your real challenge, plus a clear path to a rapid one-month CDH pilot



CATEGORY 06

AI

Adopt Pega AI and generative capabilities with confidence — from enablement to enterprise strategy.

3 COURSES

AI

Generative AI

IN PARTNERSHIP WITH



Duration TBD

AVAILABLE IN
AMS, EMEA

LANGUAGES
English, Arabic

DESIGNED FOR

- Pega Developers & System Architects integrating GenAI into case management
- Enterprise AI strategy teams establishing AI adoption practices

VALUE

- **Intelligent productivity**
Real-time case summarizations, intelligent triaging and contextual AI recommendations
- **Enterprise governance**
Safely deploy LLMs within the Pega ecosystem using robust governance structures
- **Future-ready automation**
AI-assisted operations to keep workflows modern and competitive

OUTCOMES

- Integrate GenAI capabilities into Pega applications to enhance productivity & decision-making
- Implement AI features such as case summarization, knowledge assistance & contextual recommendations
- Apply prompt engineering and governance practices for enterprise AI adoption
- Design intelligent automation combining workflow automation with generative AI

AI

Practical AI Opportunity & Strategy Workshop

3 Days

AVAILABLE IN
AMS

LANGUAGES
English

IN PARTNERSHIP WITH



DESIGNED FOR

- Business leaders, product managers & technology leaders
- Digital transformation, strategy & advisory teams
- Organizations early in their Pega AI journey or maturing enterprise AI capabilities

VALUE

- Accelerate practical AI adoption strategy
- Align business, IT & governance priorities
- Identify outcome-driven AI opportunities using Pega capabilities

OUTCOMES

- Understand Pega AI capabilities and practical applications
- Assess AI maturity, operational pain points & opportunity areas
- Discover and prioritize practical AI and decisioning use cases
- Build an AI transformation roadmap and recommended pilot initiative



CATEGORY 07

Strategic Apps

Industry and outcome-focused transformation workshops built on Pega solutions.

4 COURSES

Customer Service Developer

10 Days



DESIGNED FOR

- Any Pega professional

VALUE

- Deliver a seamless, unified customer experience across contact center channels
- Advance toward Certified Pega Customer Service Developer '23 certification
- Build practical skills in Constellation design, Pega Express delivery, and UX design

OUTCOMES

- Understand the evolution and challenges of contact centers
- Implement Pega Customer Service using the Constellation design system
- Promote business values through effective customer service solutions
- Master the Pega Express delivery approach
- Enhance user experience with Pega UX design best practices
- Create a seamless omnichannel customer service environment
- Apply industry best practices for Pega Customer Service application

STRATEGIC APPS

Pega CRD Training / DCS Credit Studio Training

5 Days

AVAILABLE IN
EMEA, AMS, APJ

IN PARTNERSHIP WITH



LANGUAGES
English

DESIGNED FOR

- Credit risk & decisioning business analysts
- Pega CRD consultants & solution architects
- Teams implementing credit risk strategies

VALUE

- Faster credit decisioning
- Risk & compliance aligned
- Consistent, auditable strategies

OUTCOMES

- **Lead credit risk discovery with clarity**
Guide collaborative sessions to capture credit policies & risk appetite
- **Design decision strategies in Pega CRD**
Translate credit risk rules into configurable, build-ready strategies
- **Deliver a validated CRD solution**
Align risk, compliance & IT stakeholders before build begins

STRATEGIC APPS

Pega Healthcare Ops Transformation Workshop

3 Days

AVAILABLE IN
AMS

IN PARTNERSHIP WITH



LANGUAGES
English

DESIGNED FOR

- Healthcare payer leaders, provider organizations & healthcare operations teams
- Healthcare IT leaders, transformation teams & operational strategy groups
- Organizations from early-stage evaluation through mature enterprise transformation

VALUE

- Accelerate healthcare workflow modernization and automation discovery
- Align healthcare challenges with Pega capabilities and industry best practices
- Identify and prioritize high-value automation opportunities using SME-guided discovery

OUTCOMES

- Understand Pega healthcare solutions, capabilities & product features
- Identify healthcare operational priorities, subdomains, workflows & opportunity areas
- Discover and prioritize automation use cases with AArete healthcare SMEs
- Build and validate a high-fidelity Pega GenAI Blueprint for a selected healthcare process
- Deliver prioritized transformation opportunities and a repeatable Blueprint approach

Smart Investigate – Classic / Agentic Automation

Duration TBD

AVAILABLE IN
AMS, EMEA

IN PARTNERSHIP WITH



LANGUAGES
English, Arabic

DESIGNED FOR

- Business Analysts & Technical/Project Leads mapping how a bank handles broken payments, errors or disputes
- Pega Developers (SAs/SSAs) building integrations for financial networks like SWIFT
- Automation teams introducing smart AI agents that read, sort and resolve payment issues

VALUE

- **Operational efficiency**
Drastically reduce exception handling times — from manual/classic tracking to autonomous AI triage
- **Risk mitigation**
Ensure strict adherence to compliance and SWIFT standards with automated, rule-based guardrails

OUTCOMES

- Design and implement end-to-end payment investigation and exception workflows using Smart Investigate
- Configure SWIFT integrations, dispute handling, case orchestration & payment lifecycle tracking
- Leverage AI-driven automation for triaging, case prioritization, resolution recommendations & exception handling



CATEGORY 08

Testing

Build quality in — from testing fundamentals and unit testing to DX
API automation.

5 COURSES

TESTING

Building Quality Pega Apps: Testing Essentials

IN PARTNERSHIP WITH



3 Days

AVAILABLE IN
AMS, APJ, EMEA

LANGUAGES
English

DESIGNED FOR

- Quality Assurance testers & test managers
- Business stakeholders

VALUE

- Faster design
- Business & IT aligned
- Clear, outcome-driven solutions

OUTCOMES

- **Testing best practices & techniques**
Execute test plans following best practice; document defects across varied scenarios
- **Error handling and exception tests**
Conduct integration & API tests
- **Integrate with 3rd-party UI testing tools**
Implement automated regression testing

TESTING

Constellation DX API for Testing – Basic

IN PARTNERSHIP WITH



1 Day

AVAILABLE IN
EMEA

LANGUAGES
English, Dutch

DESIGNED FOR

- Solution Builders & QA Engineers testing efficiently with the out-of-the-box Pega DX API
- Knowledge of Postman required; basic Pega knowledge (PCBA / PCSA) recommended

VALUE

- Add the Pega DX API to your testing toolkit
- Create test data, test cases and assignments faster

OUTCOMES

- A basic understanding of APIs and why to include the Pega DX APIs in your strategy
- Insight into the benefits of using the DX APIs for testing
- Hands-on experience creating & updating cases and assignments and retrieving case data

TESTING

Constellation DX API for Testing – Extended

IN PARTNERSHIP WITH



2 Days

AVAILABLE IN
EMEA

LANGUAGES
English, Dutch

DESIGNED FOR

- Solution Builders & QA Engineers testing complex scenarios and moving UI tests to the API level
- Knowledge of Postman required; basic Pega knowledge (PCBA / PCSA) recommended

VALUE

- Go beyond the basics to test complex scenarios
- Replace slow UI tests with fast, reliable API tests

OUTCOMES

- A deeper understanding of all the DX APIs useful for testing and why to include them
- The skills to replace UI tests with API tests and move testing to the API level
- Hands-on experience creating & updating cases, retrieving documents and asserting views & authorizations

GENERAL

PegaAPI for QA and Testing

IN PARTNERSHIP WITH



1 Day

AVAILABLE IN
EMEA

LANGUAGES
English

DESIGNED FOR

- Testers and QA within (DevOps/Pega) teams
- Test automation engineers
- BA's and developers responsible for QA and testing (or with interested in)

VALUE

- Practical, hands-on skills for the use of Pega API
- Instructor-guided demos and tailored exercises
- Build and improve testing, both manually as automated

OUTCOMES

- Knowledge about Pega API and the use of it for the project and testing specifically.
- Improve, speed up and enhance test automaton
- Speed up manual testing by creating test data easier and faster

GENERAL

PegaUnit for DevOps

IN PARTNERSHIP WITH



1 Day

AVAILABLE IN
EMEA

LANGUAGES
English

DESIGNED FOR

- Developers of all levels
- Testers and QA
- If beneficial, BA and PO

VALUE

- Instructor-guided demos and tailored exercises
- Knowledge about the how and why of unit testing
- Hands-on, practical skills in how to create valuable unit tests

OUTCOMES

- Explain added value of unit testing
- Build and execute unit tests and unit tests suites
- Shorter time-to-market through faster and shorter feedback loops
- Easier and faster defect fixing; freeing up development hours for new features

TESTING

Testing Bootcamp

IN PARTNERSHIP WITH



3 Days

AVAILABLE IN
EMEA

LANGUAGES
English, Dutch

DESIGNED FOR

- Solution Builders & QA Engineers wanting efficient, end-to-end Pega testing skills
- Recommended: basic Pega knowledge (PCBA / PCSA) and knowledge of Postman

VALUE

- Combine PegaUnit, the Pega DX APIs and a solid test strategy
- One intensive bootcamp covering the full breadth of Pega testing

OUTCOMES

- A solid grounding in testing fundamentals and the basics of the Pega framework
- Hands-on PegaUnit and Pega DX API skills through practical exercises and real examples
- Tips for testing Pega and Pega Constellation, plus a clear approach to your own test strategy

TESTING

Unit Testing

IN PARTNERSHIP WITH



1 Day

AVAILABLE IN
EMEA

LANGUAGES
English, Dutch

DESIGNED FOR

- Solution Builders & QA Engineers mastering Pega's unit testing framework
- Recommended: basic Pega knowledge (at least PCSA)

VALUE

- Build reliable, automated unit tests for your Pega rules
- Embed quality into your delivery pipeline

OUTCOMES

- A working understanding of unit testing and how to onboard to the framework
- Hands-on experience creating unit tests for several rule types — setups, teardowns, suites & simulations
- The ability to use the Application Quality Dashboard and integrate into a CI/CD pipeline



CATEGORY 09

UX & Constellation

Design modern, consistent user experiences with the Pega Constellation design system.

3 COURSES

Constellation Architecture & UI

IN PARTNERSHIP WITH



Duration TBD

AVAILABLE IN
AMS, EMEA

LANGUAGES
English, Arabic

DESIGNED FOR

- Lead System Architects (LSAs) & Senior System Architects (SSAs) moving to modern UI paradigms
- UI/UX Designers & Front-End Developers building enterprise-grade experiences
- Application Owners weighing the cost and performance benefits of modern architecture

VALUE

- **Performance optimization**
Build lightning-fast, highly responsive enterprise applications using modern web standards
- **Design consistency**
Enforce out-of-the-box design system consistency while reducing custom CSS/HTML maintenance
- **Future-proof applications**
Separate presentation layers from business logic using Pega DX APIs

OUTCOMES

- Design and build applications using Pega Constellation architecture and modern UI paradigms
- Configure reusable views, DX APIs and responsive experiences with minimal customization
- Apply migration strategies for transitioning traditional applications to Constellation
- Optimize application performance, maintainability and user experience using best practices

UX & CONSTELLATION

Designing UI/UX in Constellation

IN PARTNERSHIP WITH



1 Day

AVAILABLE IN
AMS

LANGUAGES
English

DESIGNED FOR

- Citizen Developers
- UI/UX Designers

VALUE

- Introduction to Constellation
- Optimizing design patterns
- Real-world best practices

OUTCOMES

- Understand the advantages of Constellation
- Select the right components for your design
- Know when to use Constellation vs other approaches
- Create views in App Studio

UX & CONSTELLATION

Up & Running with Pega Constellation

IN PARTNERSHIP WITH



3 Days

AVAILABLE IN
EMEA, AMS, APJ

LANGUAGES
English

DESIGNED FOR

- Pega System Architects / Solution Builders (all levels)
- UX/UI Developers

VALUE

- Learn from the experts
- 60%+ hands-on
- Real-world scenarios
- Custom 1 or 2 day versions available

OUTCOMES

- Understand the key concepts and approach of Constellation
- Implement views, layouts, controls and actions to support case processing
- Configure web portals and landing pages
- Create dashboards and Insights
- Configure data management
- Implement UI branding themes