

Pega Customer Service™ Case Management Edition

Infuse best-in-class case management into your existing customer service desktop

A Pega Customer Service Datasheet

Already invested in a customer service desktop, but looking to take your service strategy to the next level? Pega Customer Service™ Case Management Edition enables your organization to infuse best-in-class case management into your existing desktop – **and all of your service channels** – to simplify your service processes, automate more work than ever before, and achieve truly connected customer experiences. In the same interface your team uses today, Pega’s service case management improves your team’s efficiency, while helping you make the most of your current investment.

- **Boost automation to clear the way:**

Don’t just assign work, get it done. Meet rising demand and eliminate repetitive, manual processes with end-to-end automation that scales across the multiple dimensions of your organization.

- **Extend cases to any touchpoint and improve visibility:**

Focus on each customer journey with Pega’s Center-Out™ Business Architecture, enabling you to activate, track, and audit service cases not just on your agent desktop, but on any touchpoint or channel including self-service, mobile, and IVR.

- **Reduce costs and contain more inquiries:**

Optimize all of your service channels to deflect and achieve faster issue resolution. Using digital self-service, your customers to initiate, access, and even resolve cases.

- **Say goodbye to coding:**

Work in a 100% low-code visual environment that extends your current customer service environment without doing any additional coding.

Is this edition right for my business?

Pega Customer Service™ Case Management Edition is ideal for customer service teams who are looking to simplify customer and agent experiences using their existing desktop while driving down the cost-to-serve. With out-of-the-box industry-specific case types, your team can quickly deploy Pega’s case management technology and achieve new efficiencies through delivering fast, frictionless experiences.

If your organization is considering replacing your current customer service desktop, learn more about Pega’s flagship Digital Customer Engagement Edition.

Challenge

Many agent desktops include “case management” capabilities, however they are simply a mechanism for routing work across teams and functions. While this is important to your service strategy, what is missing is the ability to orchestrate across the entire case to seamlessly automate and the execution of the actual work itself. Without a complete solution, service teams are faced with managing manual-intensive processes, disjointed experiences that require toggling across screens and applications, and channel journey breakdowns that lead to customers calling rather than resolving on self-service channels.

Solution

Pega Customer Service™ Case Management Edition closes process automation gaps with a Center-Out™ Business Architecture and best-in-class case management that drive accelerated resolution and cut across silos. Serving as the multidimensional foundation for simplifying customer and employee journeys, Pega enables the orchestration and execution of work across all dimensions of your organization.

What's included?

Pega Customer Service™ Case Management Edition infuses your current customer service deployment with key features including:

- **30+ out-of-the-box customer service case types** to accelerate deployment
- **40+ industry-specific case templates, data models, and microjourneys** (a unit of work that results in a specific customer outcome, such as Change of Address) designed for streamlining case creation and customer journeys.
 - Available in Financial Services, Healthcare, Communication, Insurance, Horizontal
- Configurable business rules and processes via low-code interface
- Unattended and attended robotic process automation (RPA) to improve speed, efficiency, and precision
- Self-service UI Mashup and Pega's DX API for seamless integration into your existing UI
- Access to Pega's multidimensional Center-Out™ Business Architecture designed for scalability and reuse
- Includes Live Data/data virtualization that lets your cases easily integrate into your existing repositories and channels
- Pega's Intelligent Virtual Assistant* that can initiate service cases and reduce costs by surfacing cases directly to customers before agents are required

*Subject to case-based pricing

Getting started with Pega Customer Service™ Case Management Edition

Pega Customer Service - Case Management Edition makes integration with your existing infrastructure fast and easy. With the power of Pega APIs, web mashups, RPA and more, you can deploy case types into your current desktop - and seamlessly activate them on any other channel in your service ecosystem.

View the [full implementation guide](#) here.

Client Spotlight

After implementing Pega's case management technology, Cisco enhanced their existing service desk to gain new efficiencies in complex order fulfillment and repair. This enabled the organization to:

- Fully automate 88% of order fulfillments
- Consolidate customer service tools into a single pane, reducing more than 1,000 alt-tabs per day
- Free up 60% of back-office resources to focus on outcomes and boost customer engagement

