**PEGA PRPC BPM CSA & CSSA Training: ( 8.4 Version)**

**Duration: 35- 40 Days**

**Day 1**:

* **What is PEGA?**
* **Where PEGA is Used**
* **Comparing PEGA with Other technologies**
* **PEGA Advantages**
* **BPM Introduction**
* **BPM Advantages**
* **What is PRPC in PEGA**

**Day 2:**

* **PRPC Application Overview**
* **Portals in PEGA**
* **PEGA Designer studio Overview**
* **PEGA Installation & PEGA Server Configuration**

**Day 3:**

* **Building New Application in PEGA Using Application Wizard tool**
* **Class Layers in PEGA**
* **Built in Classes & User Defined Classes in PEGA**
* **Inheritance Types in PEGA**
* **What is Direct Inheritance & Pattern Inheritance**

**Day 4:**

* **PEGA Components/Rule Types**
* **Data Model Introduction**
* **Property Rule**
* **Property Rule Types**
* **User Interface & Process Introduction**
* **Flow Shapes**

**Day 5:**

**Designing Forms & Testing in PEGA:**

* **Introduction to Section.**
* **Layouts & Controls in Section**
* **Design Using Section Rule**
* **Flow Action Rule**
* **Process Flow Rule**
* **Creating Work Object & Tracking WO**
* **How to Test a Flow**

**Day 6:**

**Debugging Tools PEGA**

* **Clipboard**
* **Types of Pages in Clipboard**
* **Tracer**
* **Where Am I**

**Day 7:**

**Creating User Interface Design, Layout & Visibility Conditions**

* **Adding Multiple Layouts & Display based on When Condition**
* **Adding Layout Formats**
* **Visibility Condition in Layouts & Properties**
* **Creating & Using When Condition**
* **Settings actions in Layouts & Properties**
* **How to set Read only Fields & Required Fields**

**Day 8:**

**Business Logic in PEGA**

* **About Activity Rule**
* **Method Types & Usage**
* **Understand Parameters in Activity like step page, when conditions**
* **How to debug Activity using Clipboard**
* **How to trace Activity using Tracer**

**Using Activity to define Business logic:**

* **How to Create Activity & How to Call One Activity from Another Activity**
* **Working with Instructions(Call, Branch, Queue)**
* **Calling One Activity from another activity by using Call and Branch Instructions.**
* **Understanding the Difference between Call, Branch  & Queue**

**Day 9:**

* **Data Type /Data tables in PEGA**
* **Creating Data Class**
* **Understanding Data Layer and Work Layer.**
* **Understanding PC, PR & PR4 Tables in Rulebase**

**Fetching Data using the Activity & Report Definition.**

* **Using Obj-Browse Method**
* **Understanding the Structure of Clipboard when fetching data using Obj-browse**
* **Understanding Report Definition**
* **Using Report Definition**
* **Populate Values for dropdown using Report definition**
* **Mapping table values to Property/layouts in section.**

**Day 10**

**Case Status, Access Reports, Parameters**

* **Adding Case Status to Work Objects in Flow**
* **Using Field Value Rule**
* **Using Predefined Properties**
* **How to Access Reports from Manager Portal**
* **Importance of Parameters**
* **Working with Parameters in Reports**

**Day 11**

**Working With Data Page Rule**

* **About Data Page**
* **Diff Types of Data page Scopes**
* **Diff b/w Data Page, Report Definition & Activity**
* **Cascading Dropdown Values based on Data Page & Report Definition**

**Day 12:**

**Introduction to Rule Set & Rule set Versions.**

* **What is Ruleset**
* **Rule Set and Versioning**
* **How to create a new rule-set version**
* **How to lock a rule set version**
* **About Check-in, Check-out & Private edit**
* **How to do bulk check in**
* **Work Object Locking**

**Day 13:**

**Insert Data to Table Using Primary Key**

* **Using Obj-Save Method to Insert & Update Records**
* **Understanding of Write Now  Check Box & Commit Methods**
* **Difference b/w Write Now and Commit Methods.**
* **Difference b/w Rollback & Obj-Save-Cancel**

**Day 14:**

**Fetch Records using Class Key & Primary Key**

* **Types of Keys**
* **Importance of Primary Page**
* **Fetch Records using Obj-Open based on Class key**
* **Fetch Records using Obj-Open-by-Handle based on Primary Key**
* **Difference between Obj-Open & Obj-Open-By-Handle**
* **Understanding usage of  all Data base Methods in one scenario**

**Day 15:**

**Data Transform**

* **About Data Transform**
* **Using functions in Data Transform**
* **Using Data Transform to perform Property-set Operation**
* **Understanding of When to  use Activity and when to use Data Transforms**
* **Updating WO Prefix using  pyDefault  Data Transform**
* **Using Expression builder in Data Transform**

**Day 16:**

**Decision Rules in PEGA.**

* **What are Decision Rules & Types**
* **How to call Decision Rules**
* **Differences between Decision Table & Decision Tree**
* **Decision Shape in Flow, Activity Methods & Declare Expression Functions.**
* **Working with Decision Table, Decision Tree & Map Value**
* **Using Fork option in Decision Shape of Flow**

**Day 17 & 18:**

**Declarative Rules in PEGA**

* **Declare Expressions**
* **Declare Constraints.**
* **Declare On Change**
* **Declare Trigger.**
* **Declare Index.**
* **Declare Pages/Data Pages**

**Day 19:**

* **Validation Types**
* **Rule Obj Validate**
* **Rule Edit Validate**
* **Difference b/w Edit Validate & Obj-Validate**
* **Diff b/w Constraints & Obj-Validate**

**Day 20:**

* **Types of Flow actions**
* **Working with Local Action at Assignment level and Flow-Wide Local Action**
* **Difference b/w Connector Flow Action and Local Action**
* **Understanding Likelihood**
* **Circumstance Rule**
* **Circumstance Types**

**Day 21 & 22:**

* **Operator ID,**
* **Creating New Operator ID's with different Access Group**
* **Class & Ruleset hierarchy**
* **Rule Authorization Process**
* **Rule Criteria's**
* **Availability Types**
* **Understanding Rule Resolution Algorithm**

**Day 23 & 24:**

* **Flow Types in PEGA**
* **What is Process Flow and Screen Flows.**
* **When to Use Process Flows & When to use screen flows**
* **Calling a Screen Flow from Process Flow using Sub Process Shape**
* **Using Spin off Option in Sub Process Shape, Using Save on last step in Screen flow**
* **Types of Screen flow.**
* **Advanced shapes in Process flow: Spin Off Flow, Split Join And Split For each.**

**Day 25:**

**Harness Rule & Types of Harness**

* **Harness Types**
* **Creating User Defined Harness**
* **How to Customize Predefined harness rules.**
* **Understanding Built sections in Harness**

**Day 26:**

**Email Integration & Working with Outbound Email Integration.**

* **Working with Out bound email**
* **Working with Dynamic System Settings**
* **Creating Email messages using Correspondence & Correspondence Fragment**
* **How to configure notifications in Flow**
* **How to configure notification using Activity**

**Day 27:**

* **Understanding Routing In Pega**
* **Types of Routing**
* **Routing to Work list**
* **Routing to Work Queue**

**Day 28:**

**Understanding of Operator, Work Group, Work Queue relationship.**

* **Creating Work Groups**
* **Creating Work Baskets**
* **Creating Operators**
* **Adding relations b/w operator, work group & work queue**
* **How to transfer work items.**

**Day 29 & 30:**

**Service Level Agreement in PEGA (SLA).**

* **What is SLA**
* **Intervals in SLA & How to Calculate SLA**
* **Understanding Urgency & How to calculate Urgency**
* **Escalation parameters in SLA**
* **How to map SLA to Assignment**

**Agents.**

* **Understanding & Creating Agents**
* **Types of Agents/ Agent Modes**
* **Working with Standard Agents**
* **How to Trace Agents using Remote Tracer**
* **Working with  Advanced Agents**
* **Understanding QueueforAgent Activity**
* **Differences b/w Standard and Advanced Agents.**
* **Understanding Agent Access Group**
* **How to Manage Agents using SMA Application**
* **How to monitor standard agents in Rulebase**

**Day 31:**

**Integrations**

* **Working with Service SOAP**
* **Creating Service SOAP**
* **Creating and Understanding Parse XML & XML Stream rules.**
* **What is Service Package**
* **How to Consume Service SOAP**

**Day 32:**

**Working with Connectors**

* **How to consume SOAP Service using Connectors**
* **Creating and Understanding XML Stream and Parse XML rules**
* **REST Protocol**
* **How to consume REST Service using REST Connector**

**Day 33**

**Working with External Data Bases**

* **Create a new External Data base & Add Tables**
* **Connecting External Data base with PEGA PRPC Application**
* **Using Connect SQL Rule to access Data from External Tables.**
* **Using RDB-Methods**
* **Diff b/w Obj-Methods & RDB-Methods**

**Day 34:**

**Working with File Listener.**

* **Creating Service-file Rule**
* **How to Load data using file listener & Parse the file**
* **Creating Parse Rule & Map Activity**
* **Creating a File-Listener rule**

**Exception Handling in PEGA.**

* **Handling Exceptions in Connector Rules**
* **Understanding Connection Problem flow**
* **Exception handling in activity using Jump conditions & API**
* **Checking Log messages in PRPC Application**

**Security Concepts:**

* **Access role Name**
* **Access Role to Objects**
* **Access When**
* **Access Groups**
* **Privileges**

**Day 35:**

* **Understanding Case Types**
* **How Add Case Types**
* **Working with Case Designer**
* **Redesign Work Flow using Case Designer**
* **Advanced features in Case Designer**
* **What is Case Management in PEGA**
* **Understanding Case Management**
* **Understanding Relation b/w Parent & Child Cases**
* **Understanding Diff Parameters in Case Designer**

**Day 36:**

* **What is Skimming & Types of Skimming**
* **Major skimming**
* **Minor Skimming**

**Deployment Process:**

* **Build a file Using Packaging Wizard**
* **Creating Product Rule**
* **Creating Product File**
* **How to import a file**

**Ruleset Types & Hierarchy:**

* **Ruleset Types**
* **Ruleset Hierarchy**
* **Importance of Rule sets**
* **How to Delegate a Rule**

**Day 37:**

**Project Implementation**

* **Project Selection Process**
* **Methodologies**
* **Enterprise Architecture**
* **PEGA Environments**
* **Development, QA , UAT (User Acceptance Testing)  & Production Servers Purpose**
* **Authentication process in PEGA**
* **Third Party Tools in PEGA**
* **Real Time Process in PEGA**
* **Requirement Gathering Tools & Deployment Tools**
* **Team Size**
* **Interview Questions**
* **Certification Exam**
* **Preparation Tips**
* **Resume Building**