

# Deployment Guide: Enabling Pega Community Edition and Importing EmailAI Product File

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## 1. Enabling Pega Community Edition

### 1.1 Sign Up for Pega Community Edition

- **Where:** Visit [Pega Community Edition](#).
- **Steps:**
  - Click **Start Free Trial**.
  - Sign in with your Pega Community account or create a new one.

### 1.2 Provision Your Environment

- **Steps:**
  - After signing in, click **Request Instance**.
  - Select the latest **Pega Infinity** version.
  - Name your trial instance and submit the request.

### 1.3 Access Your Community Edition

- **Steps:**
  - Check your email for the instance URL and login credentials.
  - Click the URL and log in to **App Studio** or **Dev Studio**.

### 1.4 Explore & Build Applications

- **Options:**
  - Use **App Studio** for low-code development.
  - Use **Dev Studio** for advanced configurations.
  - Try **Prediction Studio** for AI model work.

### 1.5 Manage Expiry & Renewal

- **Details:**
  - The instance expires after **30 days**.

- Request a new instance if needed.
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## 2. Steps to Deploy the EmailAI Product File

### 2.1 Import the Product File into the Target System

- **Where:** Log in to the Pega environment using Single Sign-On (SSO).
- **How:**
  - In **Dev Studio**, go to **Configure > Application > Distribution > Import**.
  - Click **Choose File**, upload EmailAI.zip, and click **Next**.
- **Options:**
  - Keep **Enable advanced mode** unchecked for a full import.
  - If schema changes are required:
    - Select **Automatic** to apply changes.
- **Process:**
  - Follow the wizard prompts and click **Done** when finished.
- **Note:** Import time varies by file size (expect a few minutes).

### 2.2 Configure the Email Listener

- **Where:** Dev Studio > **Integration > Email > Email Listeners**.
- **How:**
  - Locate the listener tied to the Email Channel (e.g., ServiceAccount for Gmail).
  - Click **Start** to activate it.
- **Tip:** Ensure the Gmail account is accessible from the environment.

### 2.3 Verify and Test

- **How:**
    - **Check the Application:**
      - Go to **Records > Application Definition > Application**.
      - Verify "Loan Servicing Platform (LSP)" is listed.
    - **Test the Email Channel:**
      - Send a sample email to the Gmail account.
      - Confirm a case is created (e.g., Adjustment case in AdjustmentWB queue).
      - Check that a confirmation reply is sent to the customer.
  - **Troubleshooting:** If issues occur, review logs in **System > Operations > Log Files**.
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### 3. Post-Deployment Tasks

- **Access Groups:**
    - Update operator access groups to include LSP if necessary.
  - **Monitoring:**
    - Use **Prediction Studio** to track AI model performance (e.g., intent detection accuracy).
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### 4. Product File Name

- **File:** EmailAI.zip