Pega GenAI AutoPailot

Pega GenAI AutoPailot in pega is Pega s built-in generataive AI orchestration layer that helps developer's, business users and customer service agent's use the AI capabilities directly inside the pega patfrom. It is a major future introduce in pega 24 and expanded in **Pega Infinity 25**.

Below is a clear explanation:

GenAI Autopilot is an AI assistant inside Pega that accelerates application development and improves end-user experiences by automatically generating:

1. Case lifecycle
2. Data models
3. UI and workflows
4. Personas, channels, and sample data

Key Purpose

Autopilot's main goal is to:

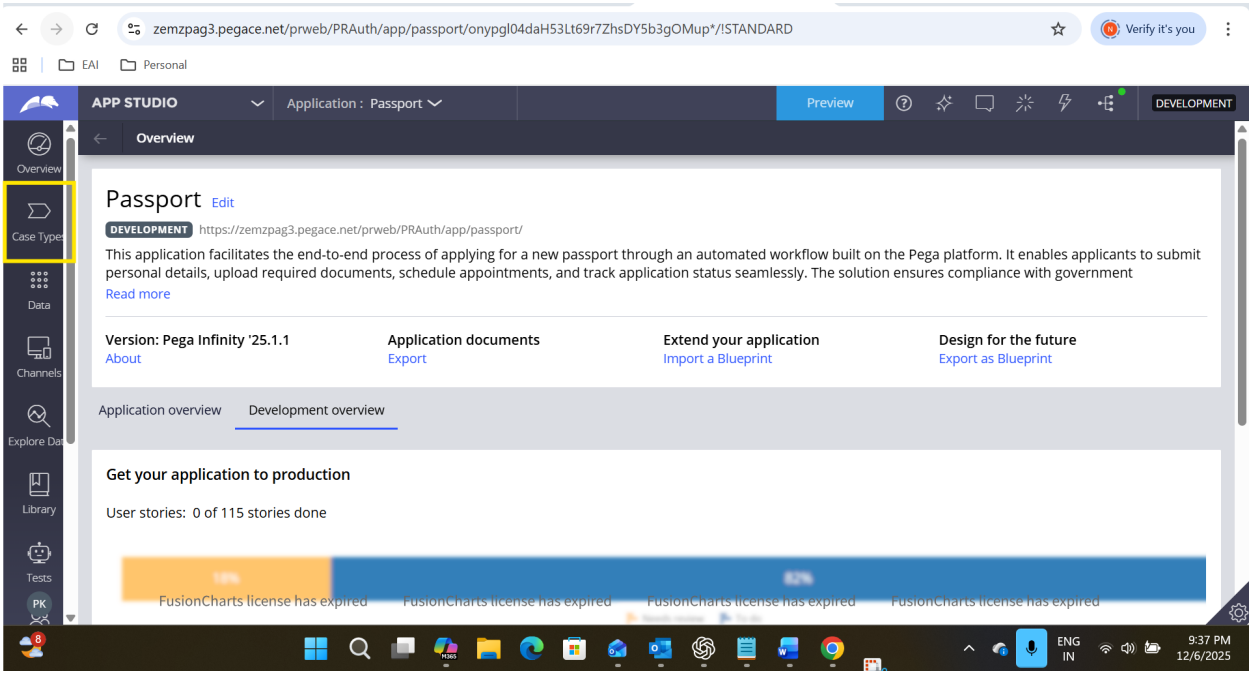
"Build faster with AI, govern safely, and reuse enterprise context."

It speeds up the development lifecycle while maintaining Pega's low-code guardrails.

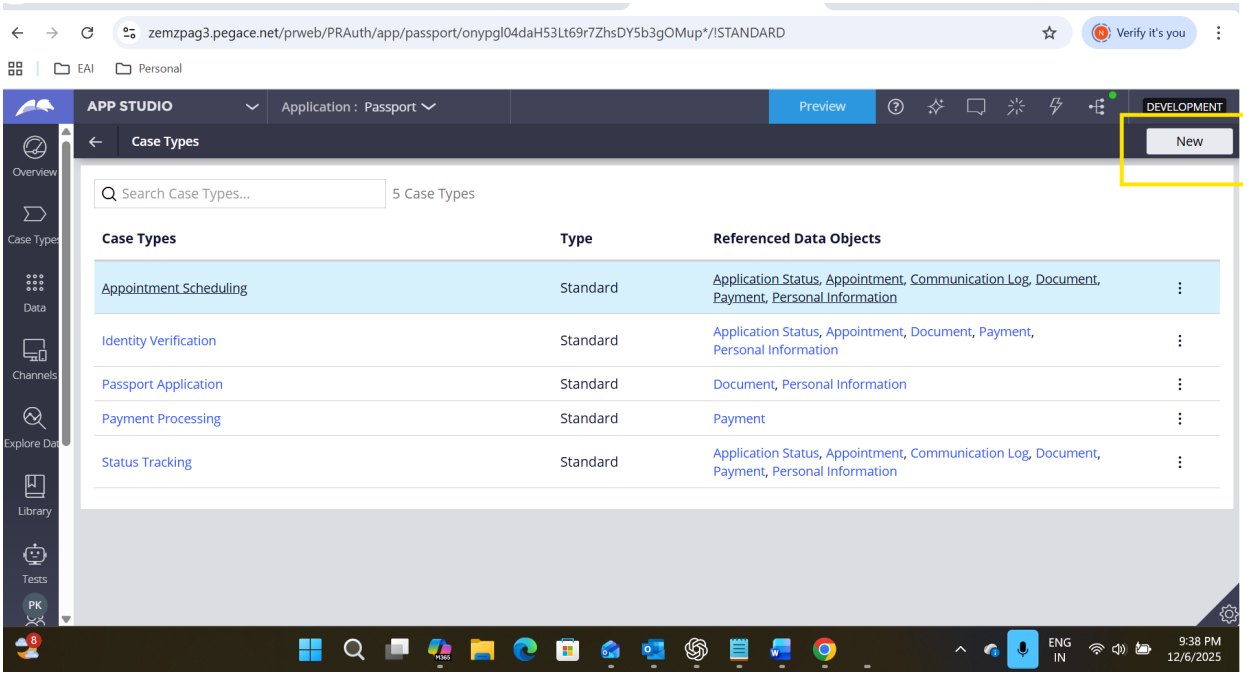
Core Functionalities of GenAI Autopilot

Case Type Name Suggestions: When starting a new application, designing the right data model is critical. The data model determines how information is captured, stored, and shared across the business process. It impacts integrations, reporting, user experience, and overall application scalability. With GenAI Autopilot, creating a robust and accurate data model becomes faster, smarter, and more intuitive. Instead of manually defining fields and structures, Autopilot analyzes your business description and automatically generates relevant data objects, properties, and relationships—ensuring that your application has a reliable foundation from the very beginning

After logging in to the application, lets go to the Case Types landing page.

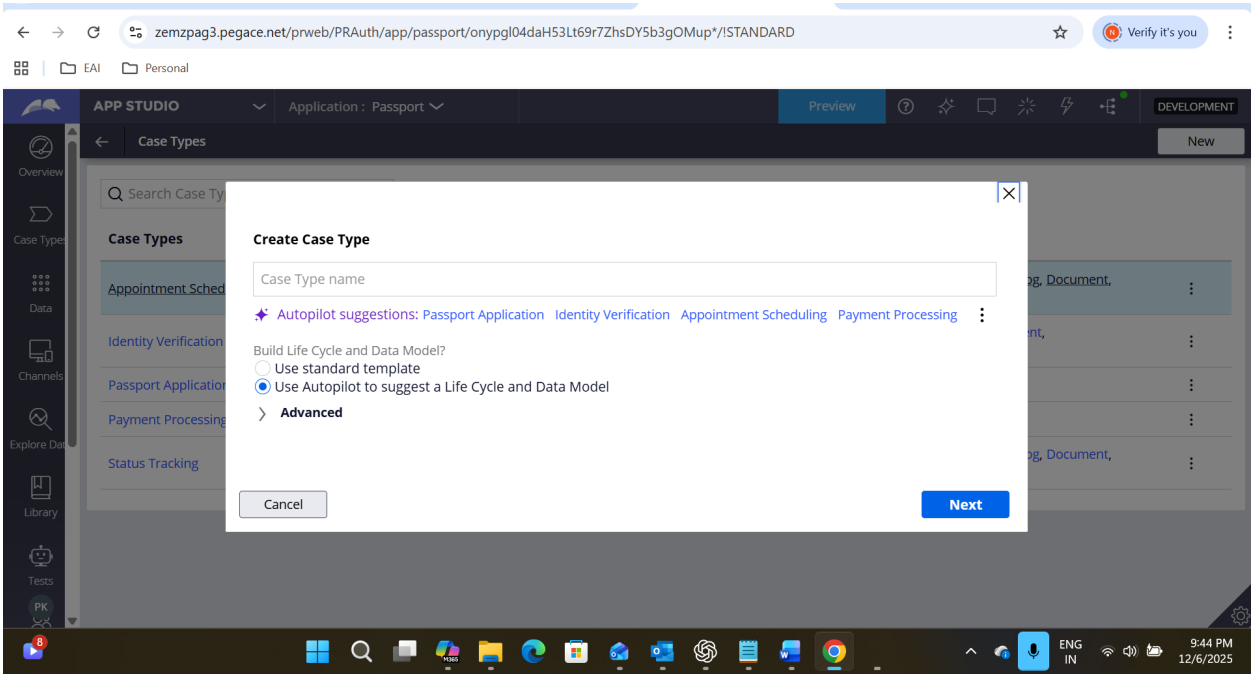


On Case Types Landing Page, you will find a button with label New to create a new Case Type.

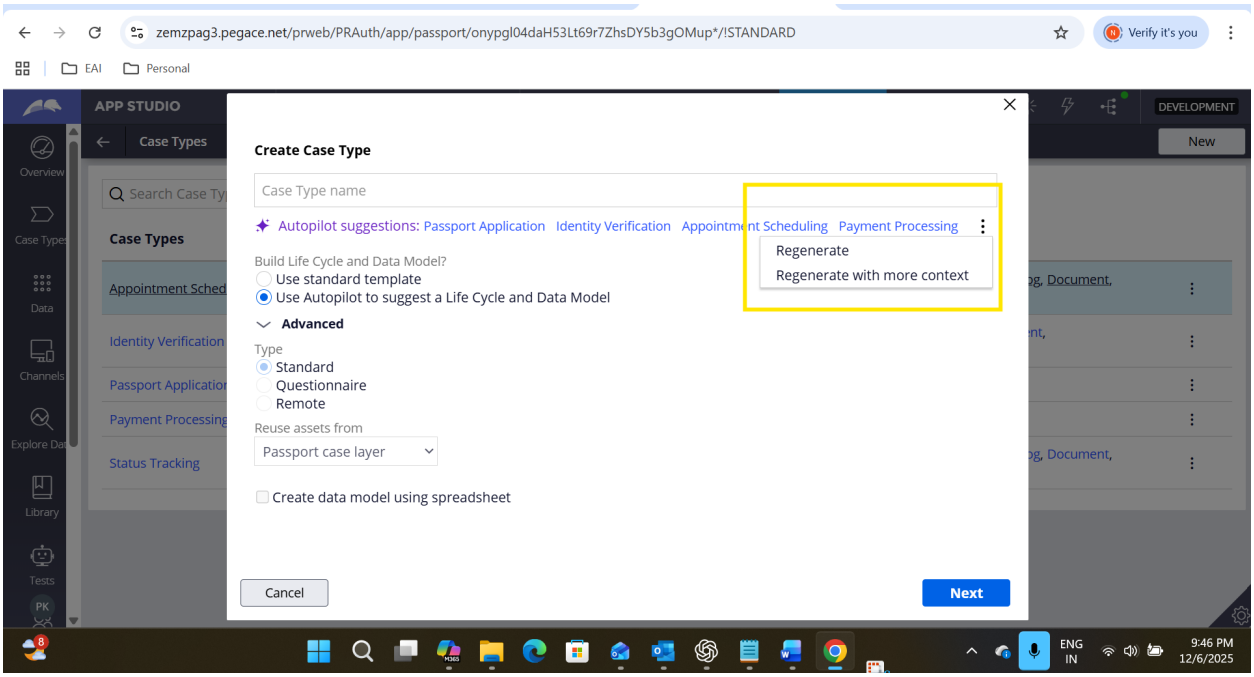


Based on the application name and its business description, **GenAI Autopilot** is suggesting a few Case Types, which we can consider for the development.

I created an application for managing passport-related services, and Pega GenAI Autopilot automatically suggested case types that align with typical passport processes.

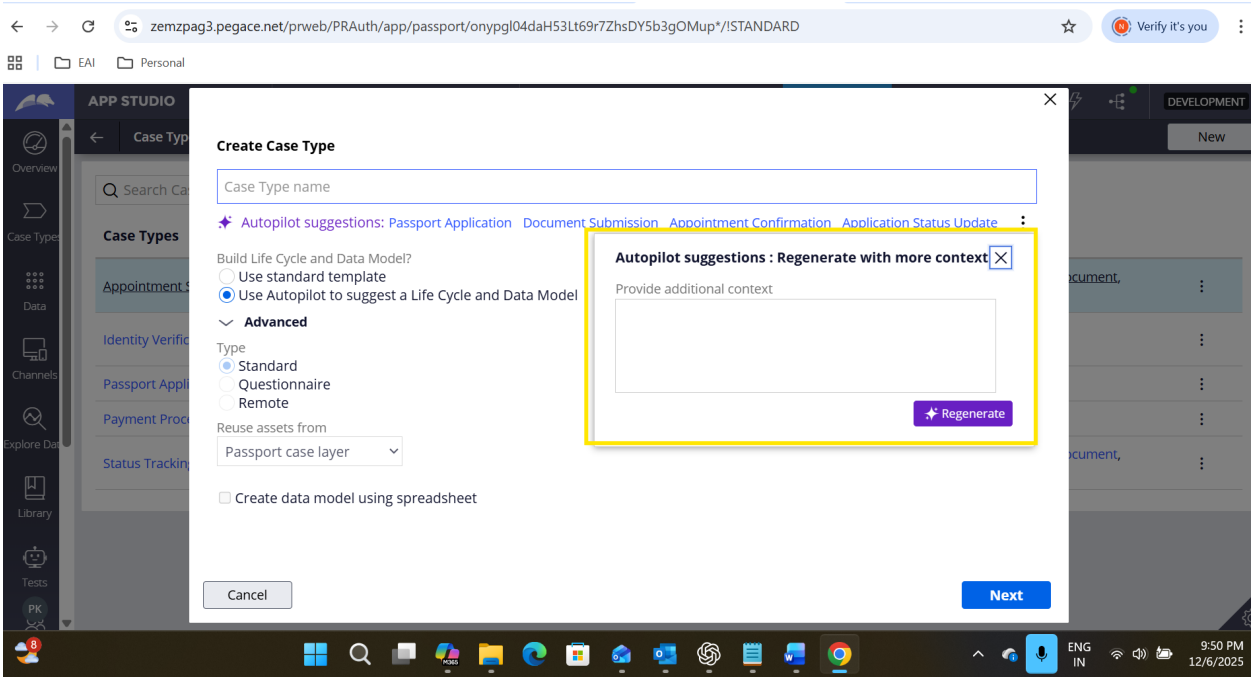


Not always we will be going with these options. These are just AI based suggestions. You might what more AI can suggest. In this case, you can click the three vertical dots to explore two more options.

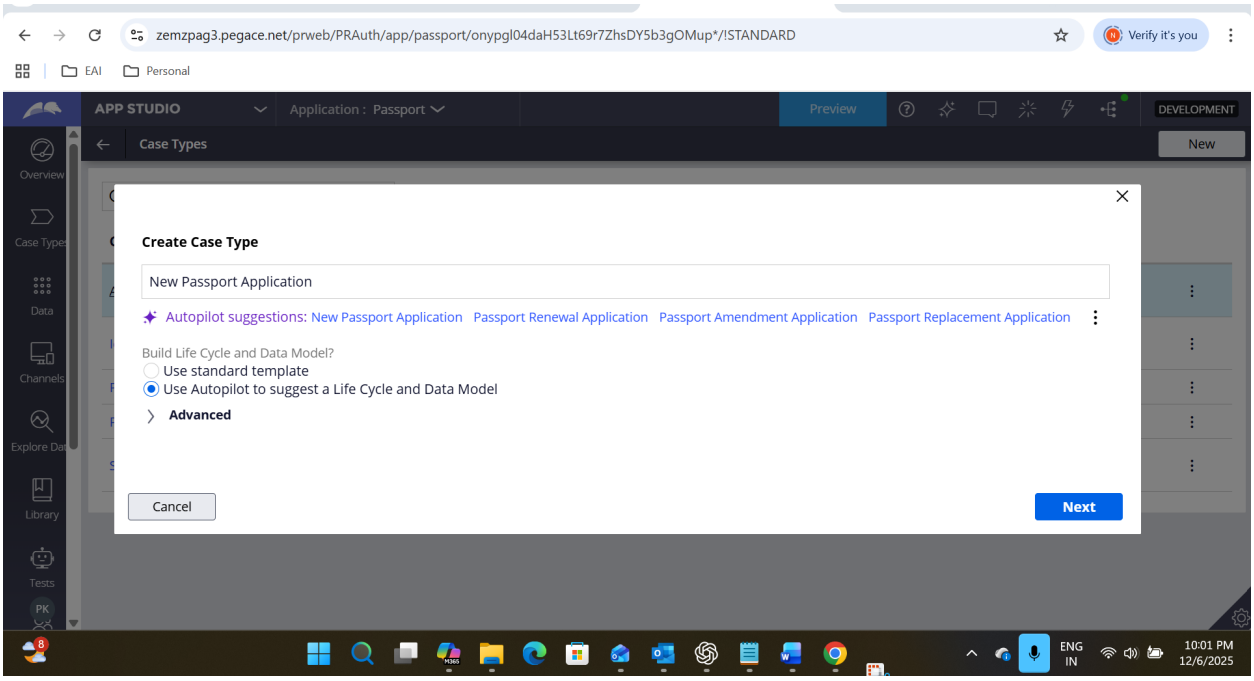


Regenerate: The first option is **Regenerate**, which refreshes the list of recommended case types. When you use this option, GenAI Autopilot produces a new set of suggestions based on the application context. While the regenerated list provides fresh alternatives, it may still include some items from the original set if they remain relevant to the application's purpose.

The next option is **Regenerate with more context**. When you select this, GenAI Autopilot prompts you to provide additional details about your application or business process. Using this extra context, it generates a more refined and targeted list of case type suggestions. This helps ensure that the recommendations closely match the specific requirements you have in mind.



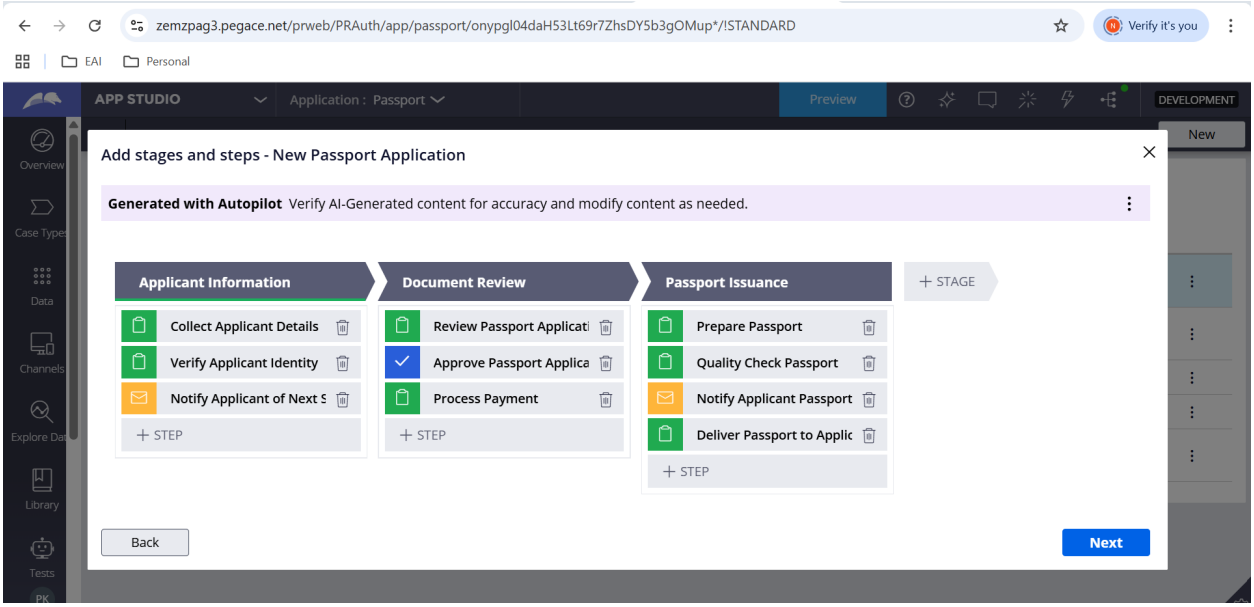
Let’s select the casetype suggestions.



At the bottom, you will notice another option called **Use Autopilot to suggest a Life Cycle & Data Model**. When selected, Autopilot automatically generates the **stages, processes, steps,**

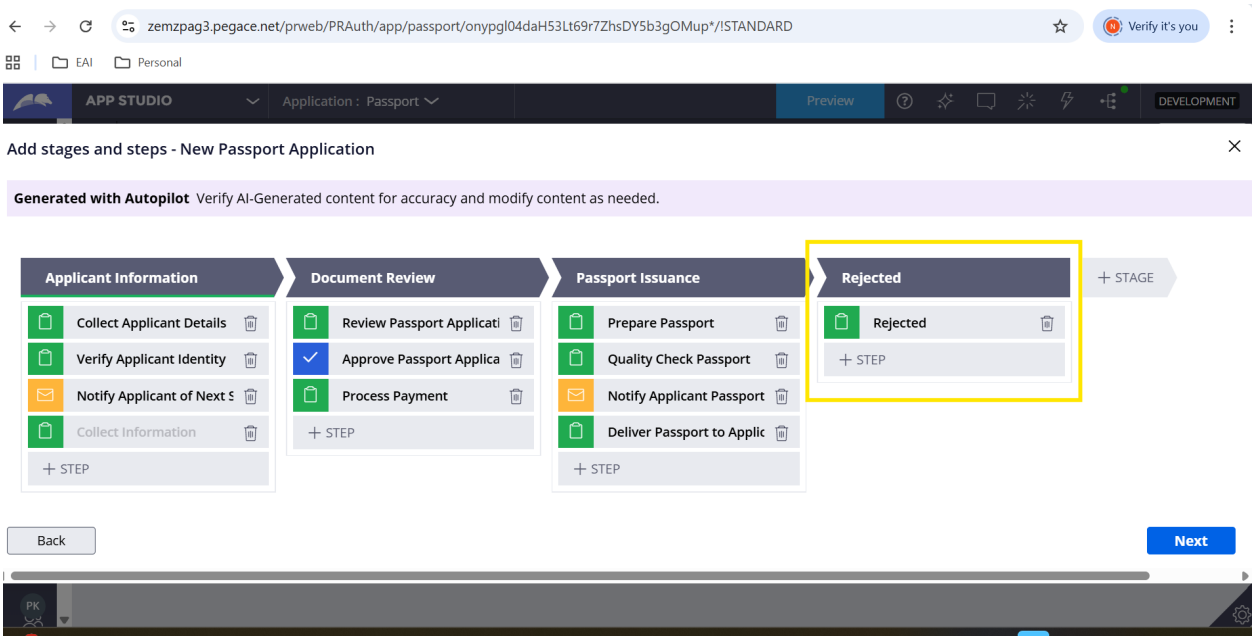
and key properties for the chosen case type. This gives you a ready-to-use case structure that can be customized further based on your specific requirements. If you already have a basic understanding of how the case type should work, this feature helps you quickly build a complete and well-structured case type, including all essential fields and workflows.

So, once we click Next, we will land on the next screen where it will show the Case lifecycle for the selected case type,

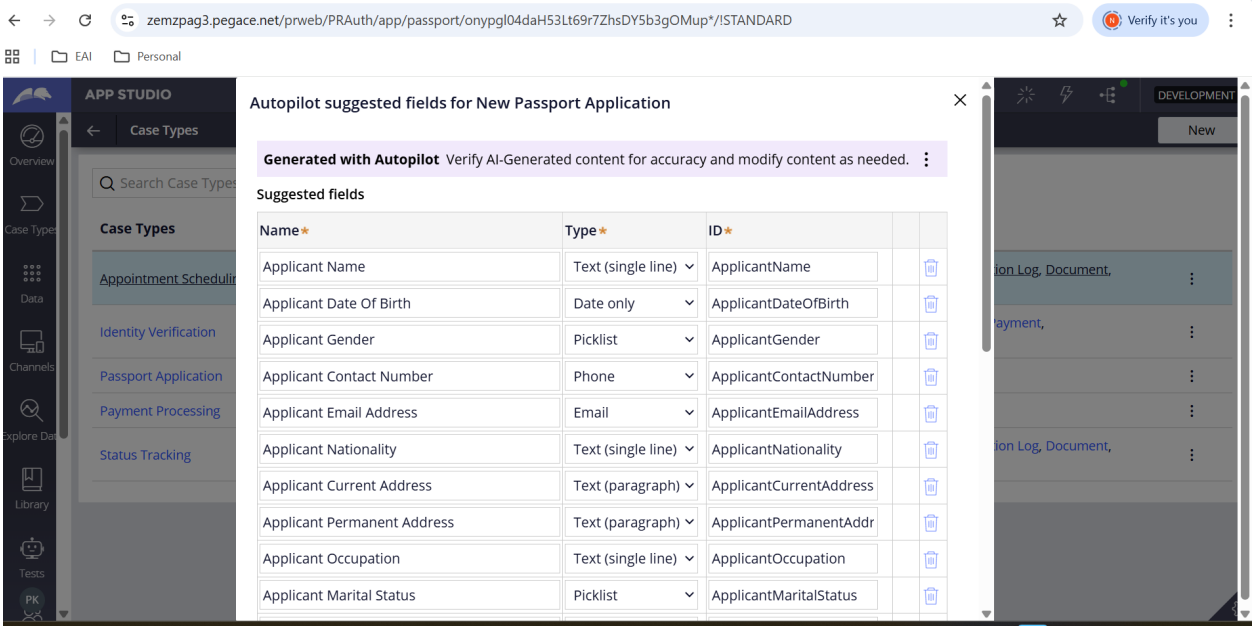


This is a good starting point for any developer.

As part of the development process, we may need to add or remove stages and steps to align the case type with business workflow. In this example, I am adding an additional stage called Rejected to handle scenarios where the case does not meet the required criteria.



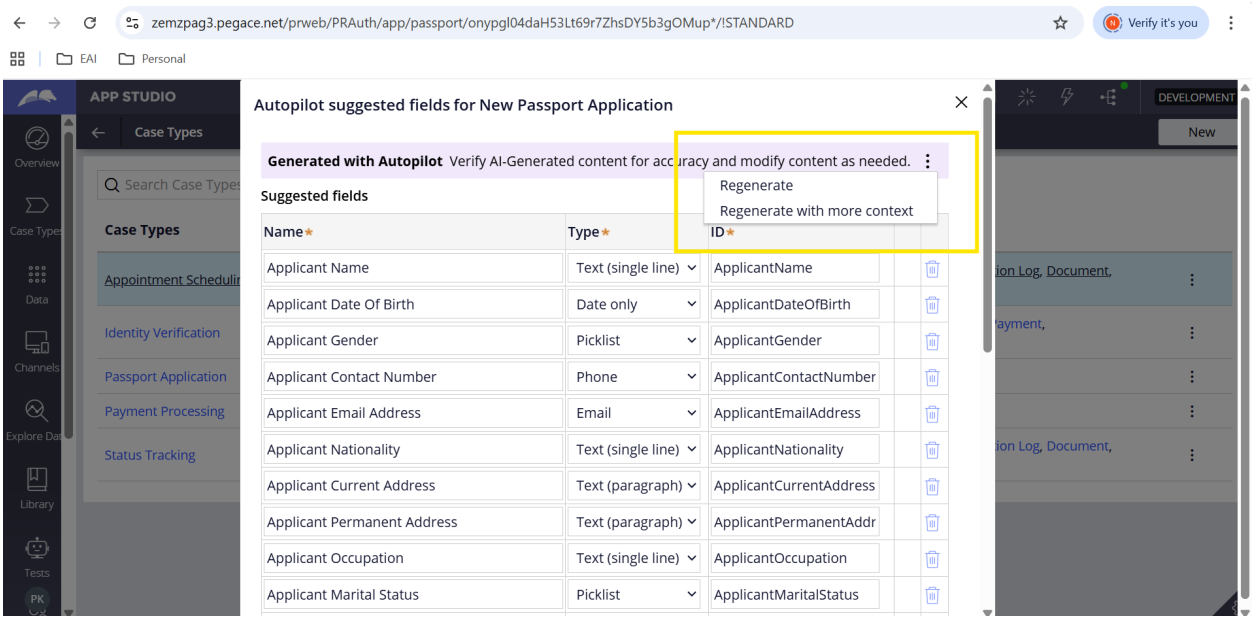
On the next screen, we need to confirm the Data Model for this case type. Data Model is nothing but properties within this case type class.



Autopilot provides a list of likely properties needed for the selected case type. These recommended fields help establish a solid starting point for your data model. You can easily add

new properties or remove any that are not relevant to ensure the case type accurately reflects your business requirements.

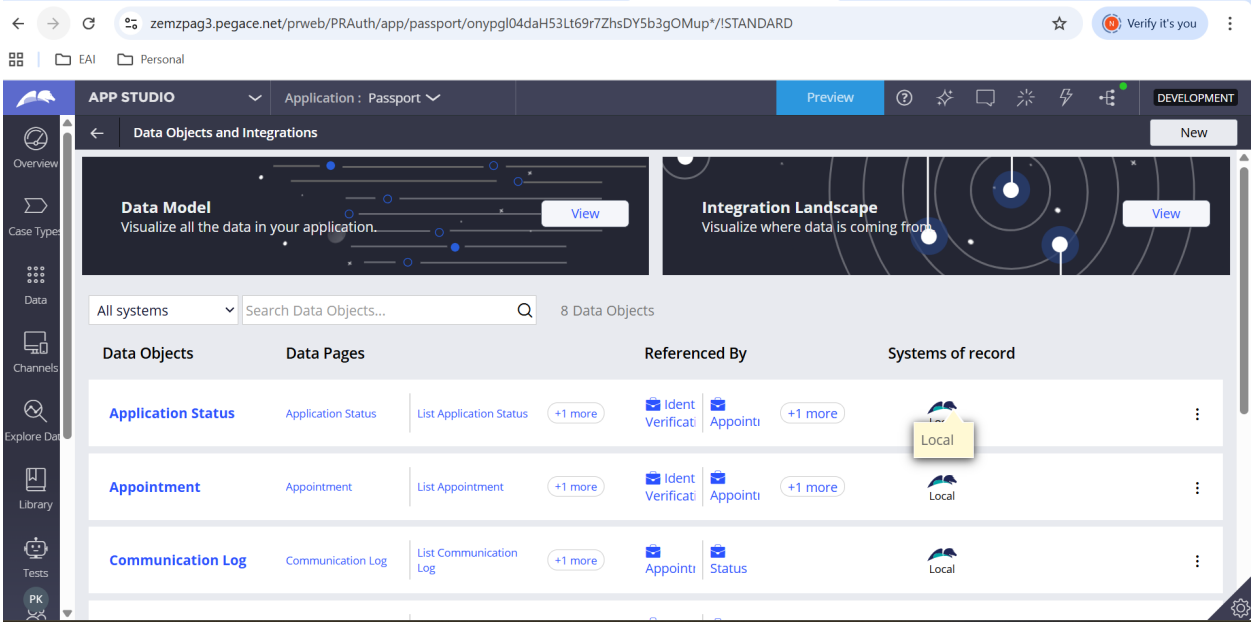
Similar to the case type suggestions, you will also see two options for regenerating the recommendations here. These options function in the same way—allowing you to refresh the list or provide additional context to generate more accurate and refined suggestions.



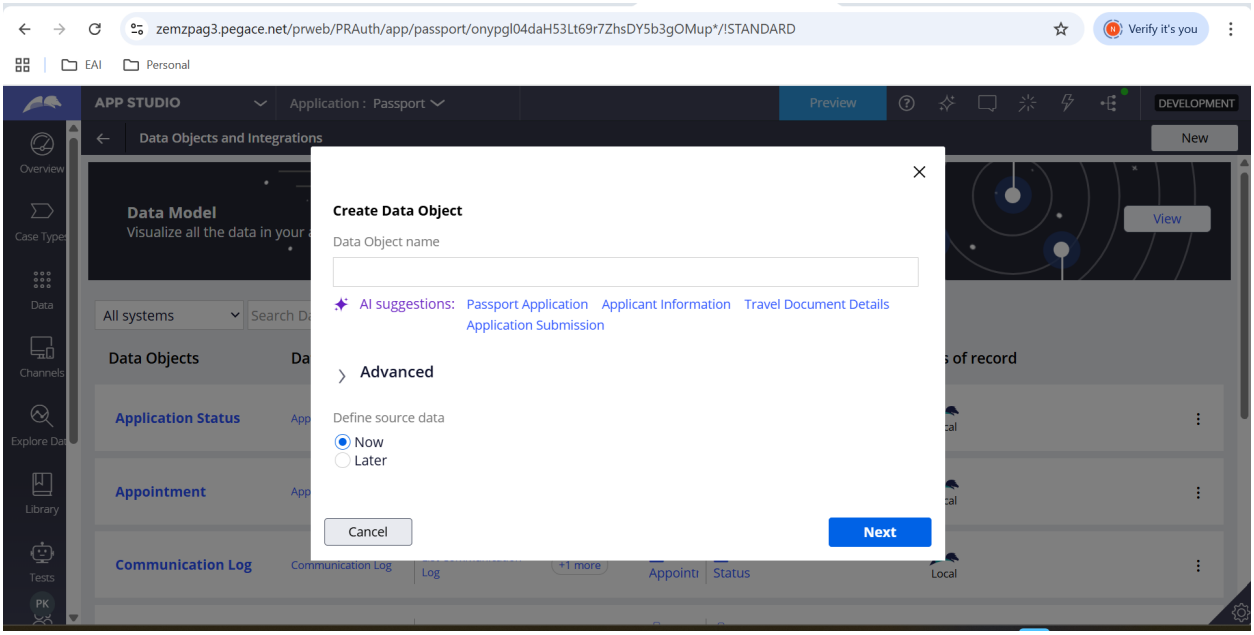
In this way, Pega GenAI Autopilot provides a wide range of helpful features that significantly streamline the development process. It automates many routine tasks, reduces manual effort, and accelerates the overall application-building experience.

Data Types

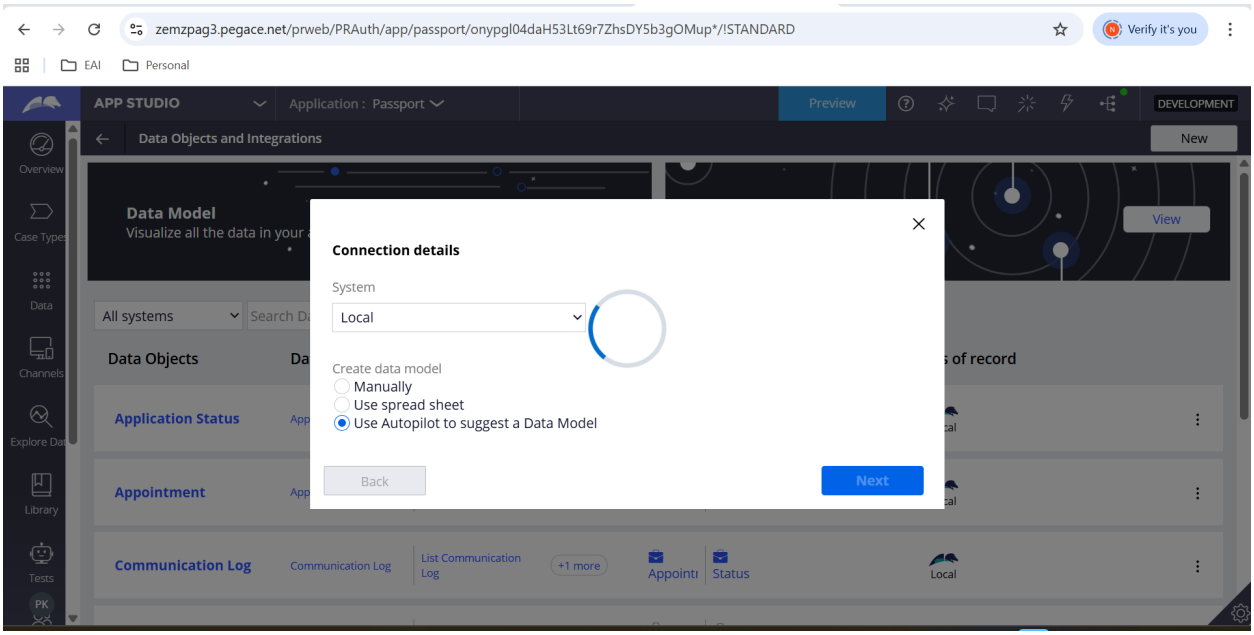
Click on New button to create a new Data type



So, Autopilot is suggesting these data types based on the application name and its description. Lets select one of the Data type. Click Next.



On the next screen, select **Use Autopilot to suggest a Data Model** and click Next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Verify it's you
EAI
Personal
APP STUDIO
Application : Passport
Preview
DEVELOPMENT
Data Objects and Integrations
New
Overview
Case Types
Data
Channels
Explore Data
Library
Tests
Data Model
Visualize all the data in your
View
Connection details
System
Local
Create data model
Manually
Use spread sheet
Use Autopilot to suggest a Data Model
Back
Next
All systems
Data Objects
Application Status
Appointment
Communication Log
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List Communication Log
+1 more
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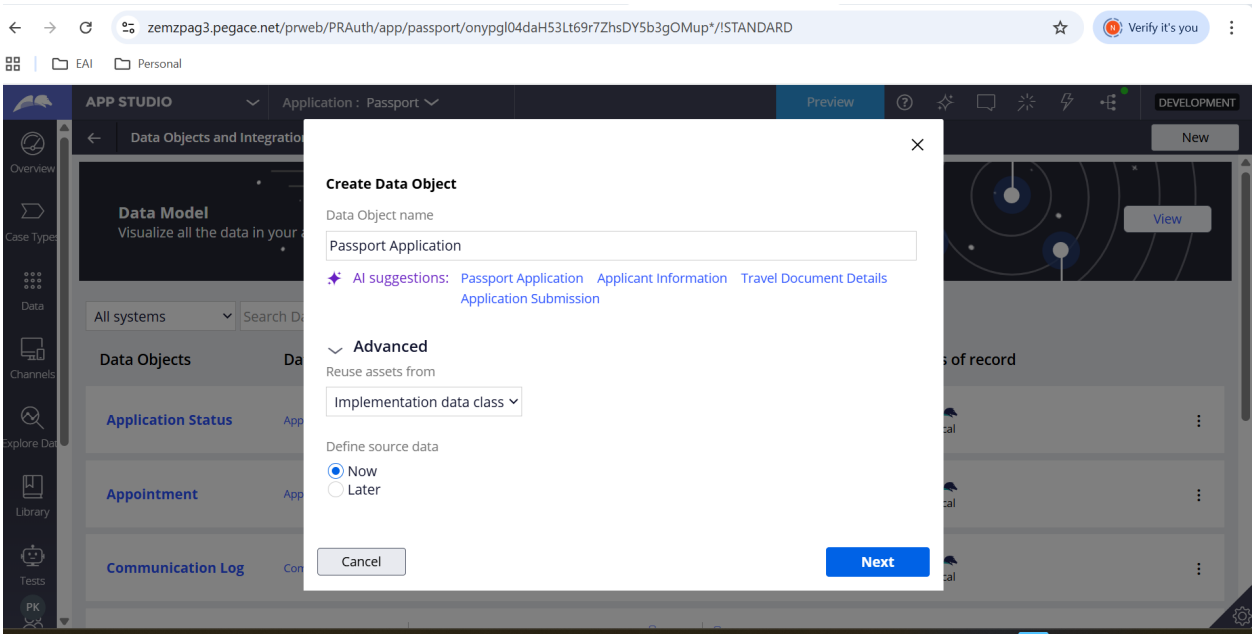
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Preview
DEVELOPMENT
New
Overview
Case Types
Data
Channels
Explore Data
Library
Tests
Data Model
Visualize all the data in your
View
Create Data Object
Data Object name
Passport Application
AI suggestions:
Passport Application
Applicant Information
Travel Document Details
Application Submission
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Reuse assets from
Implementation data class
Define source data
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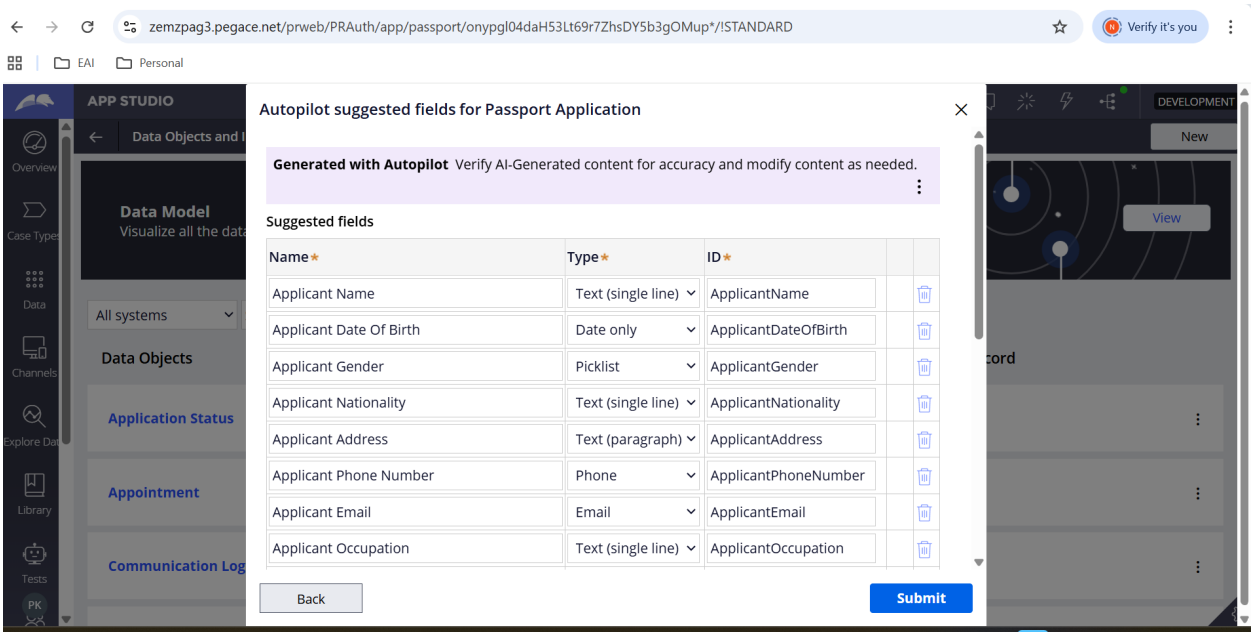
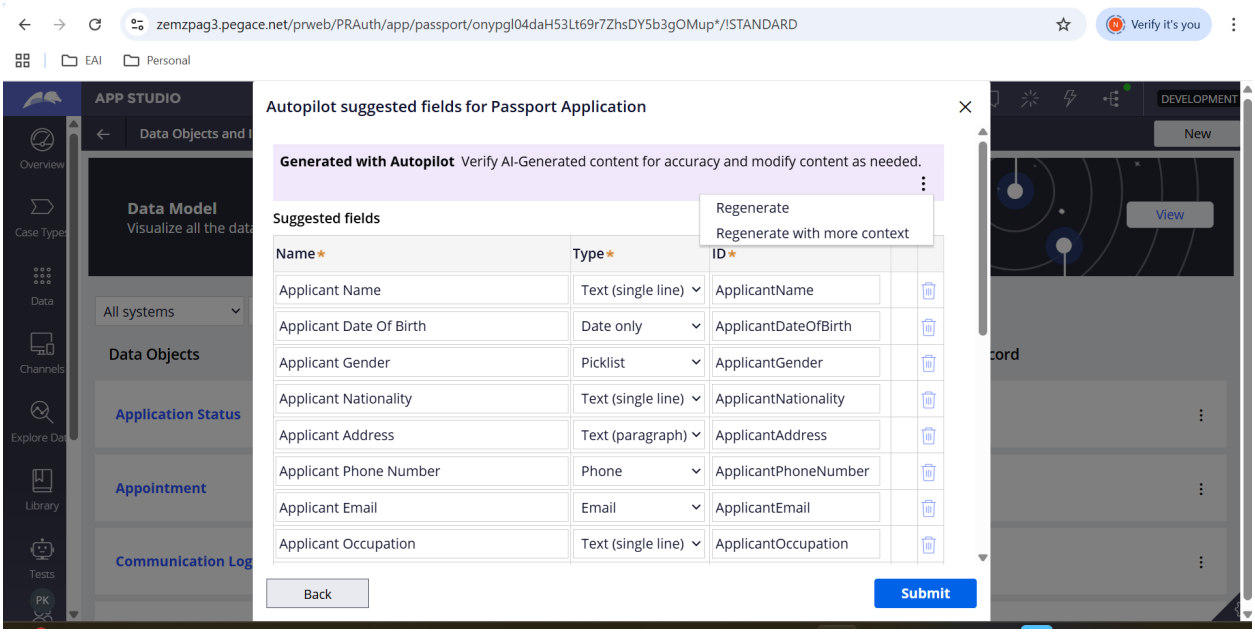
All systems
Data Objects
Application Status
Appointment
Communication Log

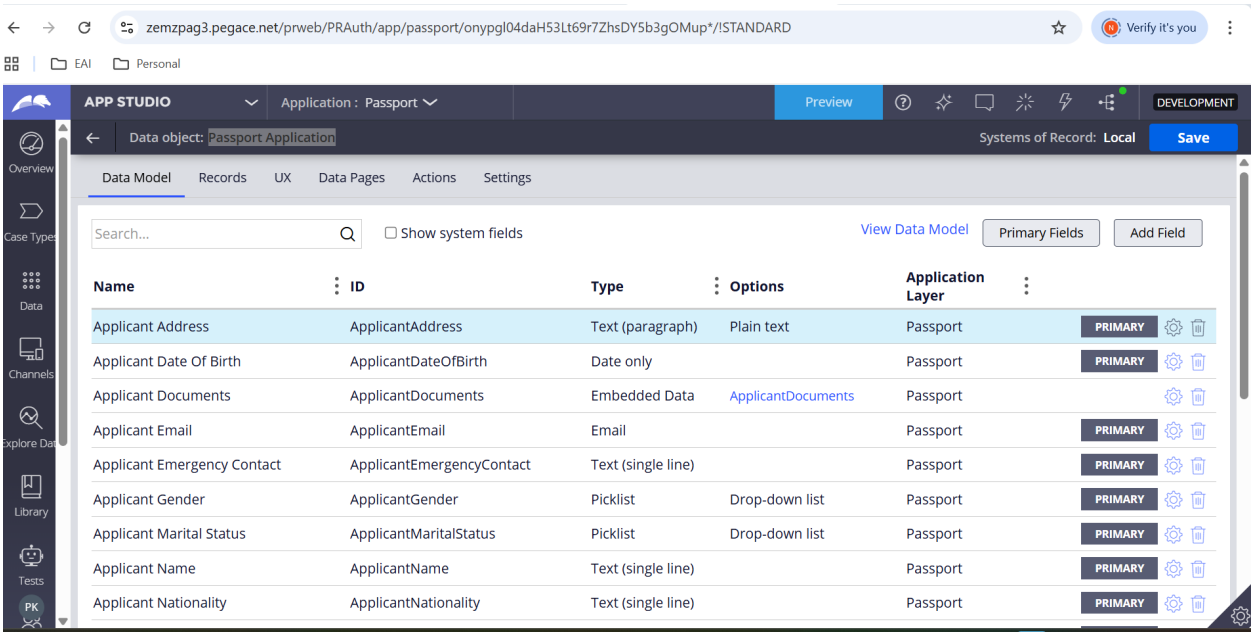


So same we will get the these Regenerate options.

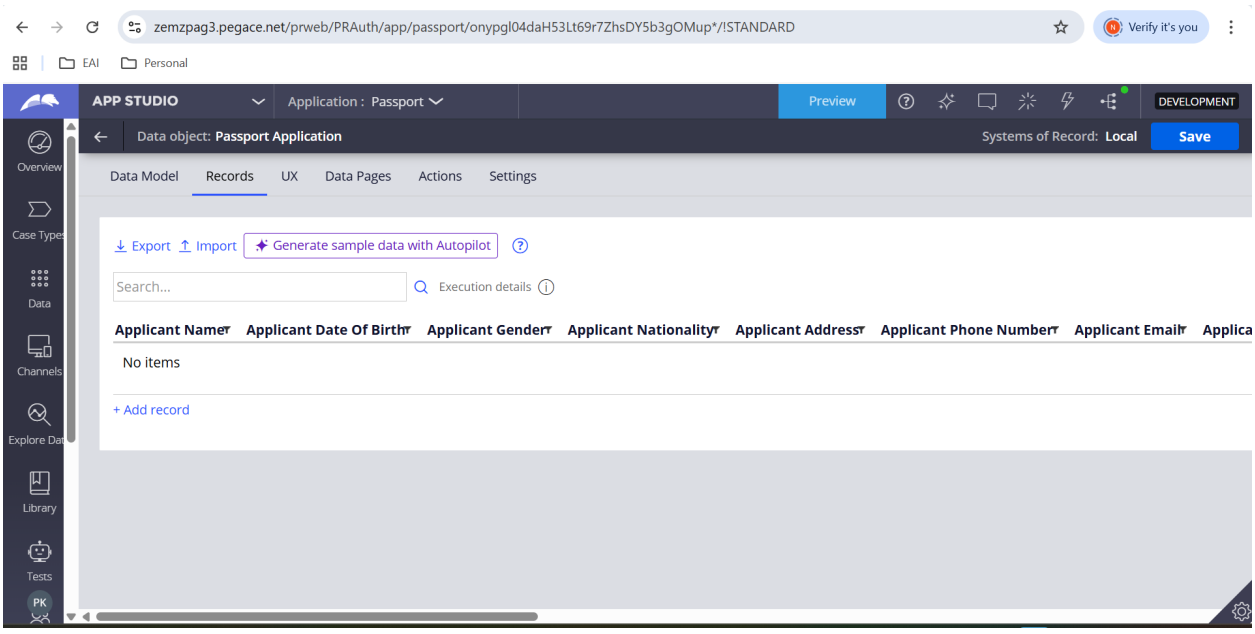


Now lets go and select any Data Type or you can select the newly created Data type.

Selected Passport Application datatype



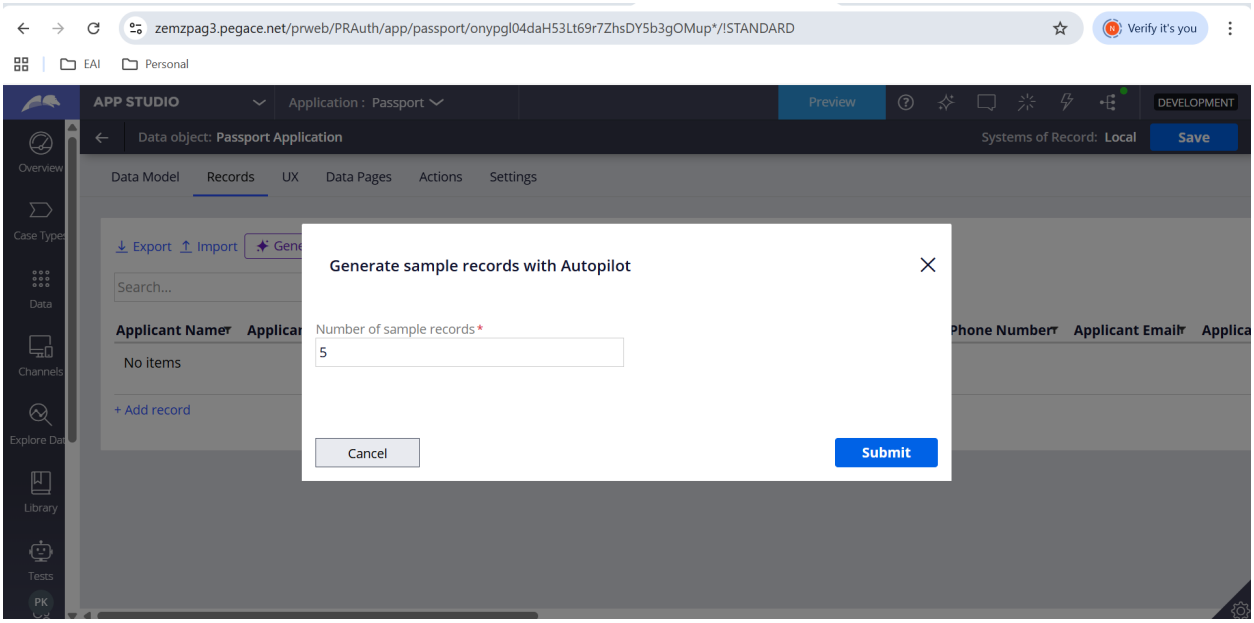
Click on Records tab



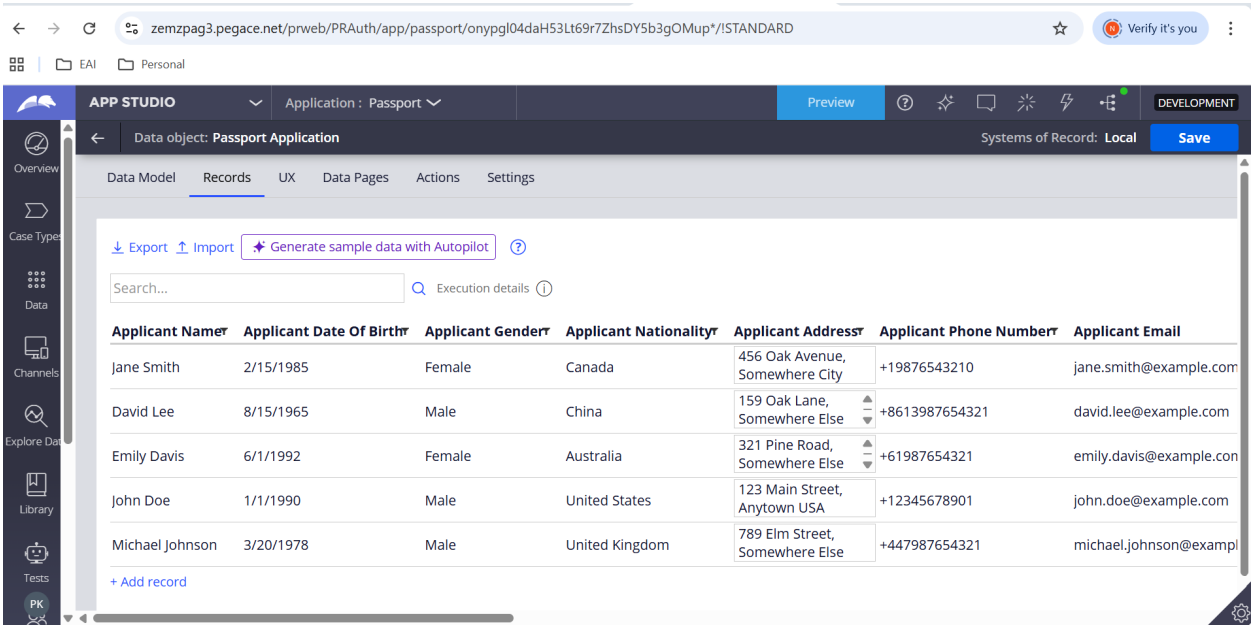
So here you will get this option, Generate sample data with Autopilot.

Once you click this button, it will show a popup and will ask you to enter number of sample records.

Lets enter 5 and submit



Based the column and records count, it will take some time



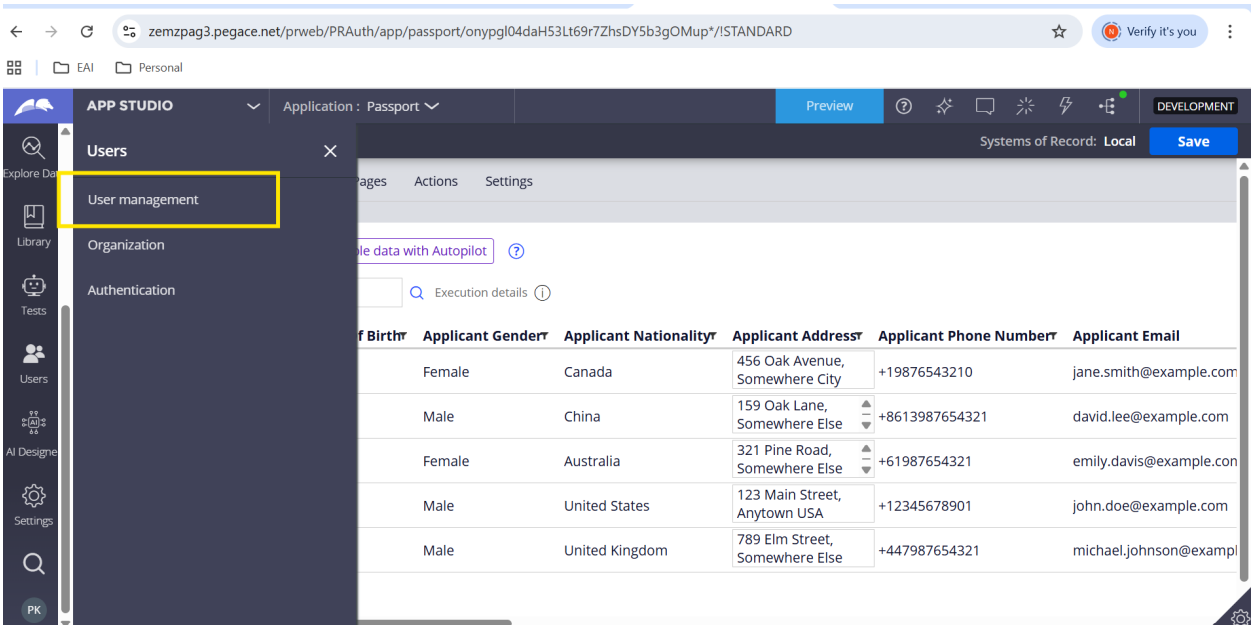
we can repeat this process multiple times to generate more data.

So here there will be duplicate data so will remove the duplicate data if you don't want to duplicate data.

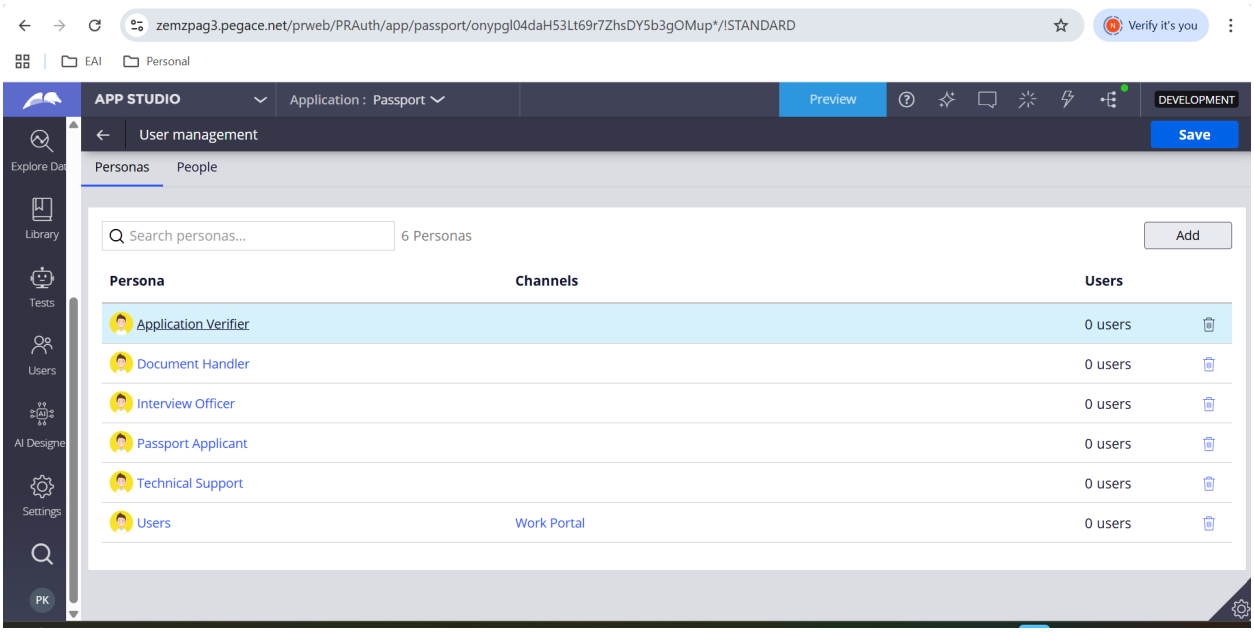
Personas:

Defining personas is a crucial step in designing an application that aligns with the needs and expectations of its users. Normally, this involves detailed discussions and analysis to understand who will interact with the system and what responsibilities they carry. With Pega GenAI Autopilot, this process becomes much simpler, as the AI automatically suggests relevant personas based on your application's purpose and the case types involved.

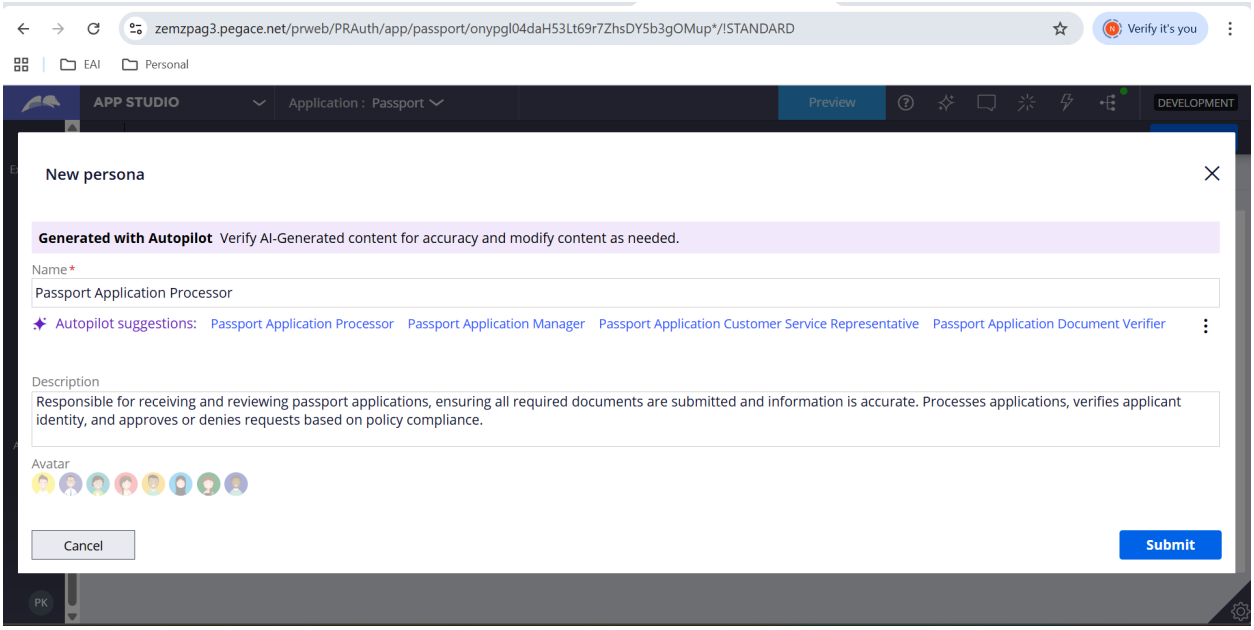
Go to the Personas page, go to Users > User Management



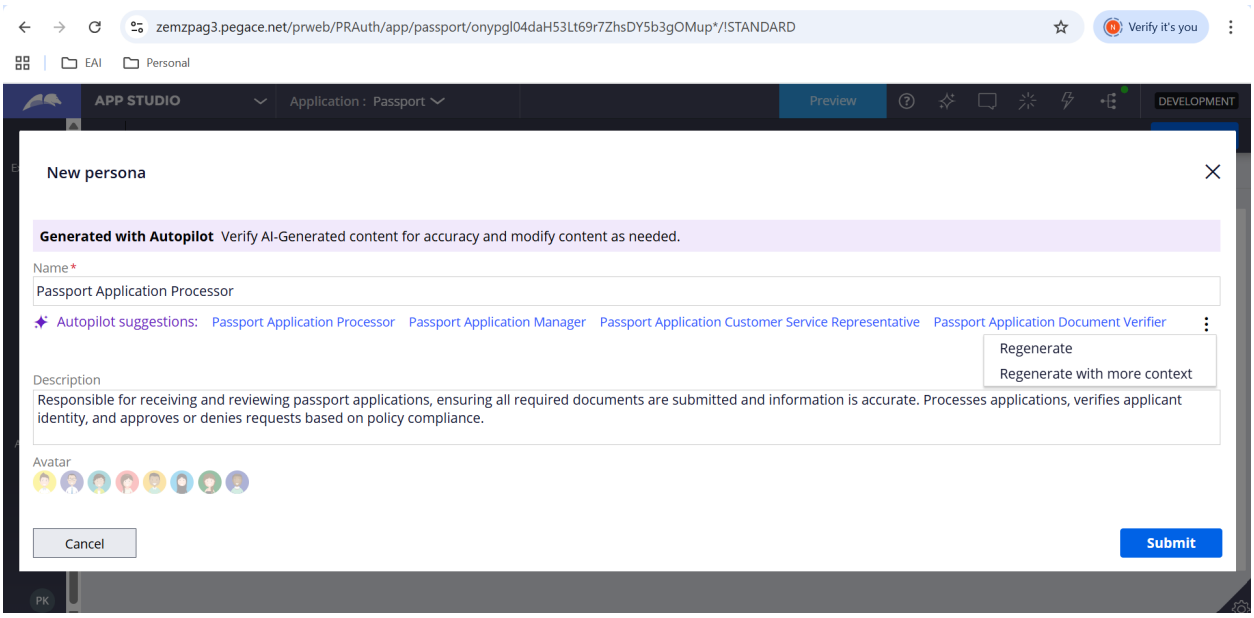
You will land on Personas page and click Add to create a new Persona



So, here Autopilot is suggesting these personas for the given application. Let me select one Persona. And Autopilot will give me its description as well



If you want more suggestions, you will get Regenerate options here as well.



So finally Pega GenAI Autopilot is more than just an AI helper—it acts as a true co-designer, streamlining application creation, enhancing precision, and fostering stronger collaboration between business and IT teams. From recommending case types and life cycles to generating data models and user personas, Autopilot revolutionizes the way Pega applications are crafted, making the entire process faster, more intelligent, and highly intuitive. Of course, every AI-generated suggestion should be reviewed and fine-tuned before finalization to ensure it aligns with business requirements.

As organizations increasingly adopt GenAI-driven development practices, solutions like Pega GenAI Autopilot will become essential in shaping the next generation of intelligent, automated applications.