

## **Pega GenAI AutoPilot**

Pega GenAI AutoPilot in pega is Pega's built-in generative AI orchestration layer that helps developers, business users and customer service agents use the AI capabilities directly inside the pega platform. It was first introduced 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.

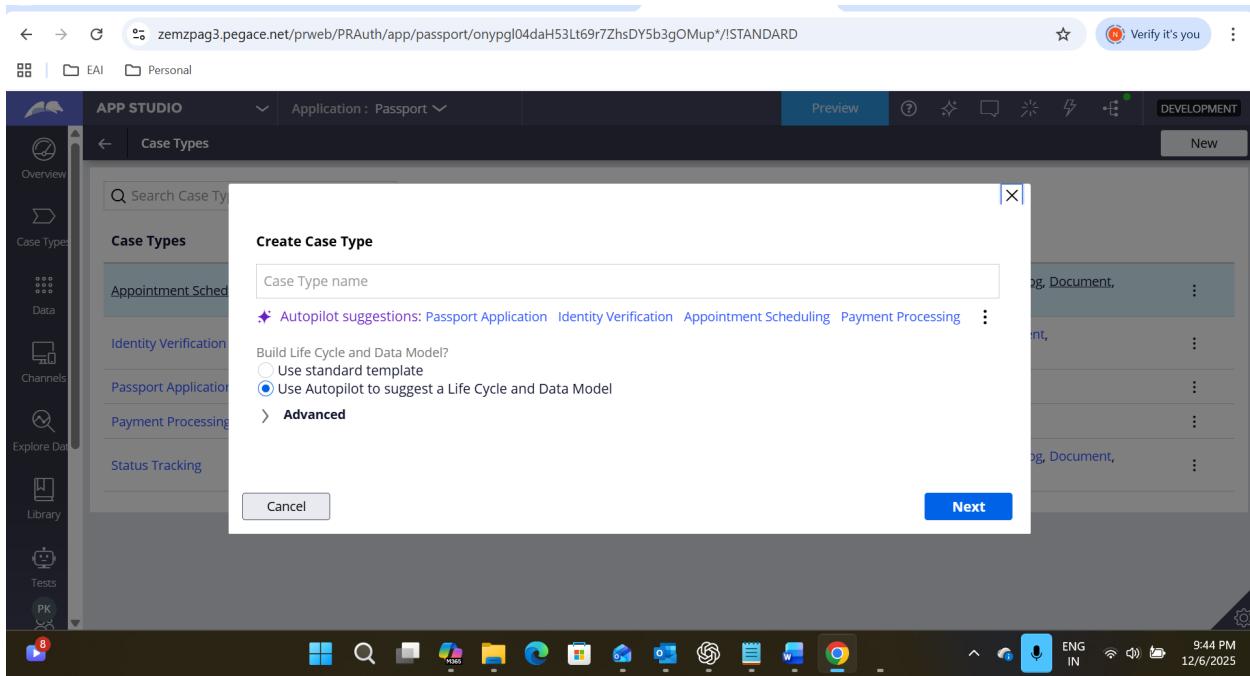
The screenshot shows the Pega APP STUDIO interface. The left sidebar has a 'Case Types' icon highlighted with a yellow box. The main content area displays the 'Passport' application overview. It includes a brief description of the application's purpose, version information (Pega Infinity '25.1.1), and links to application documents and design features. A progress bar at the bottom indicates 'User stories: 0 of 115 stories done'. The top right corner shows a 'DEVELOPMENT' status indicator.

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

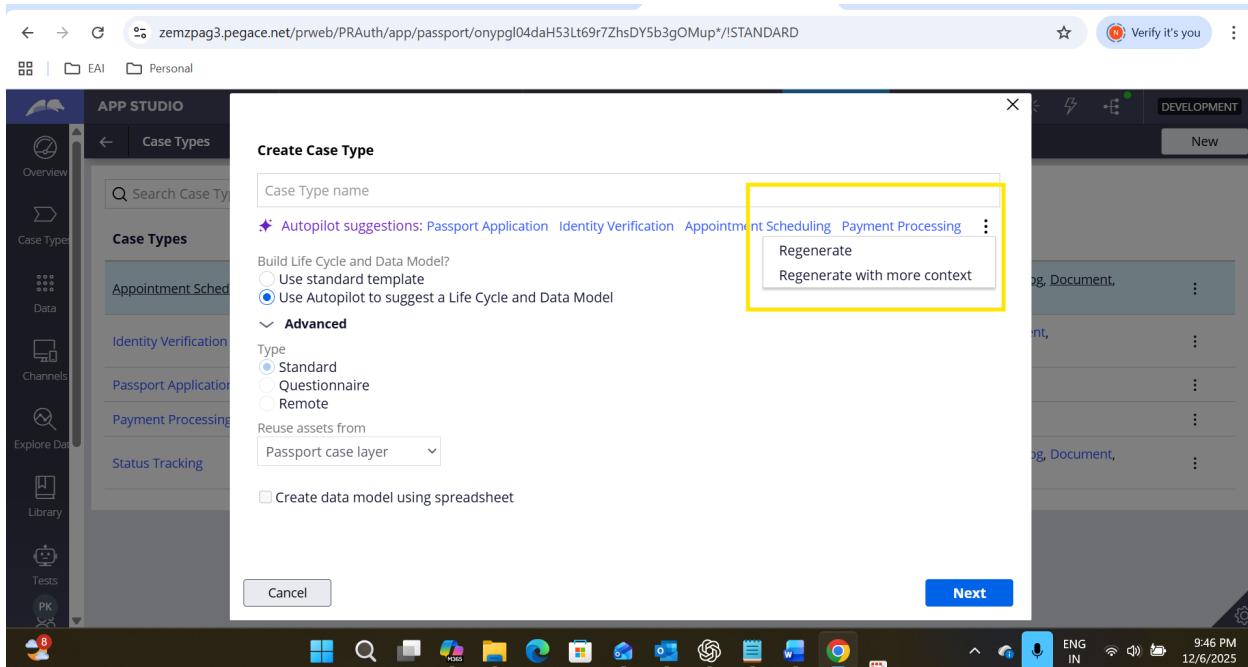
The screenshot shows the Pega APP STUDIO 'Case Types' page. The 'Case Types' icon in the sidebar is highlighted with a yellow box. The main table lists five case types: 'Appointment Scheduling', 'Identity Verification', 'Passport Application', 'Payment Processing', and 'Status Tracking'. Each row shows the case type name, its type (Standard), and a list of referenced data objects. A 'New' button in the top right corner of the table header is also highlighted with a yellow box. The top right corner shows a 'DEVELOPMENT' status indicator.

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.

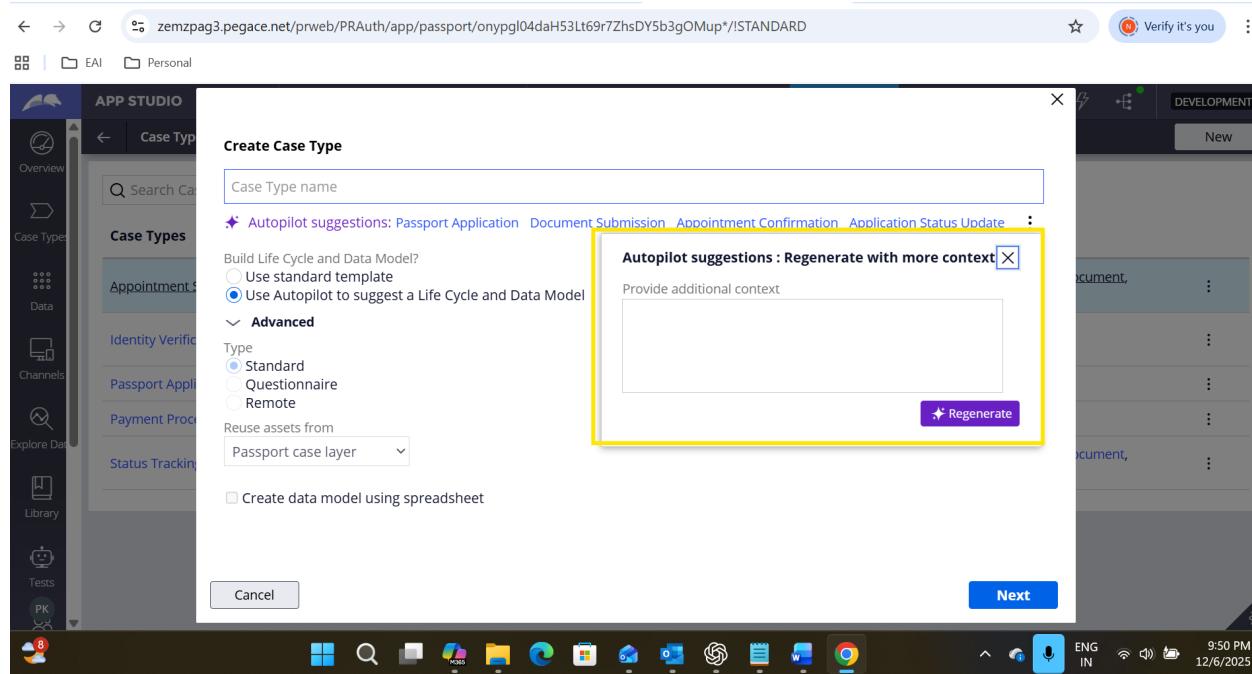


Not always we will be going with these options. These are just AI based suggestions. You might want more AI can suggest. In this case, you can click the three vertical dots to explore two more options.

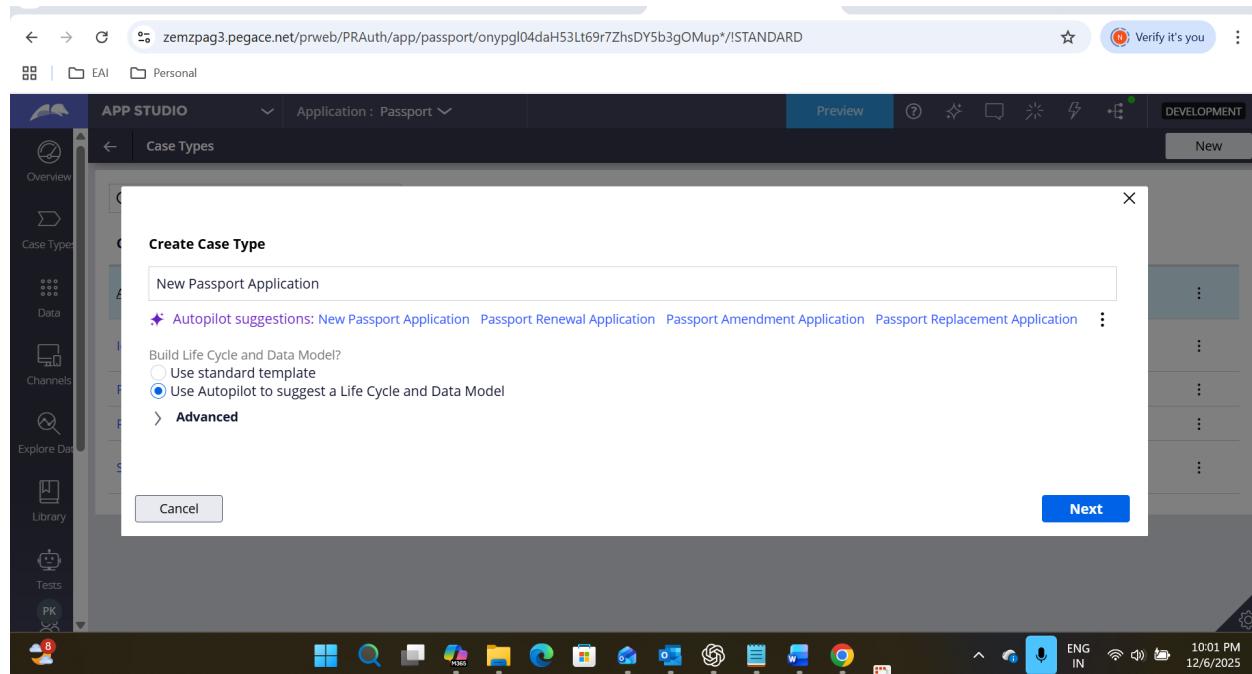


**Regenerate:** The first option is **Regenerate**, which refreshes the list of recommended case types. When you use this option, GenAI Autopilot produces a new set of suggestions based on the application context. While the regenerated list provides fresh alternatives, it may still include some items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



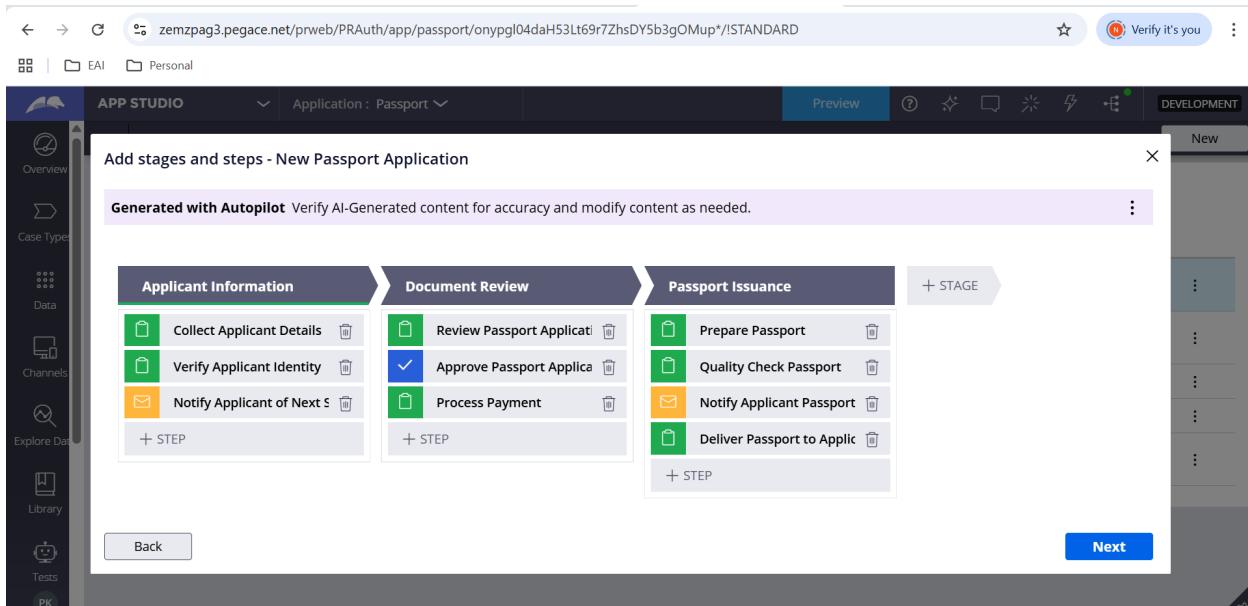
Let's select the casetype suggestions.



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.

Generated with Autopilot Verify AI-Generated content for accuracy and modify content as needed.

Applicant Information	Document Review	Passport Issuance	Rejected
Collect Applicant Details	Review Passport Application	Prepare Passport	Rejected
Verify Applicant Identity	Approve Passport Application	Quality Check Passport	
Notify Applicant of Next Step	Process Payment	Notify Applicant Passport	
Collect Information		Deliver Passport to Applicant	
+ STEP	+ STEP	+ STEP	+ STEP

Back      Next

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 suggested fields for New Passport Application

Generated with Autopilot Verify AI-Generated content for accuracy and modify content as needed.

Name *	Type *	ID *
Applicant Name	Text (single line)	ApplicantName
Applicant Date Of Birth	Date only	ApplicantDateOfBirth
Applicant Gender	Picklist	ApplicantGender
Applicant Contact Number	Phone	ApplicantContactNumber
Applicant Email Address	Email	ApplicantEmailAddress
Applicant Nationality	Text (single line)	ApplicantNationality
Applicant Current Address	Text (paragraph)	ApplicantCurrentAddress
Applicant Permanent Address	Text (paragraph)	ApplicantPermanentAddress
Applicant Occupation	Text (single line)	ApplicantOccupation
Applicant Marital Status	Picklist	ApplicantMaritalStatus

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.

The screenshot shows the Pega GenAI Autopilot interface within the APP STUDIO. The left sidebar lists various modules like Overview, Case Types, Data, Channels, Explore Data, Library, and Tests. The main panel displays a table titled "Autopilot suggested fields for New Passport Application". The table has columns for "Name\*" and "Type\*". Rows include "Applicant Name" (Text (single line)), "Applicant Date Of Birth" (Date only), "Applicant Gender" (Picklist), "Applicant Contact Number" (Phone), "Applicant Email Address" (Email), "Applicant Nationality" (Text (single line)), "Applicant Current Address" (Text (paragraph)), "Applicant Permanent Address" (Text (paragraph)), "Applicant Occupation" (Text (single line)), and "Applicant Marital Status" (Picklist). A yellow box highlights the top right corner of the table, which contains two options: "Regenerate" and "Regenerate with more context". The URL in the browser bar is [zemzpag3.pegace.net/prweb/PRAuth/app/passport/onypgl04daH53Lt69r7ZhsDY5b3gOMup\\*/!STANDARD](https://zemzpag3.pegace.net/prweb/PRAuth/app/passport/onypgl04daH53Lt69r7ZhsDY5b3gOMup*/!STANDARD).

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**

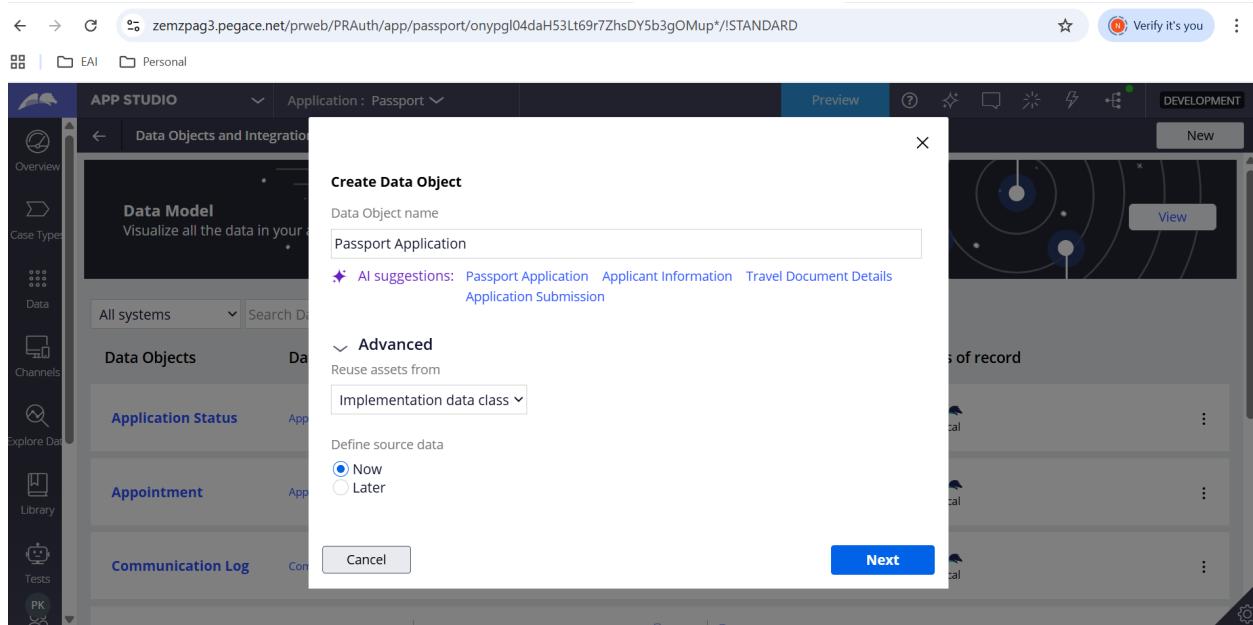
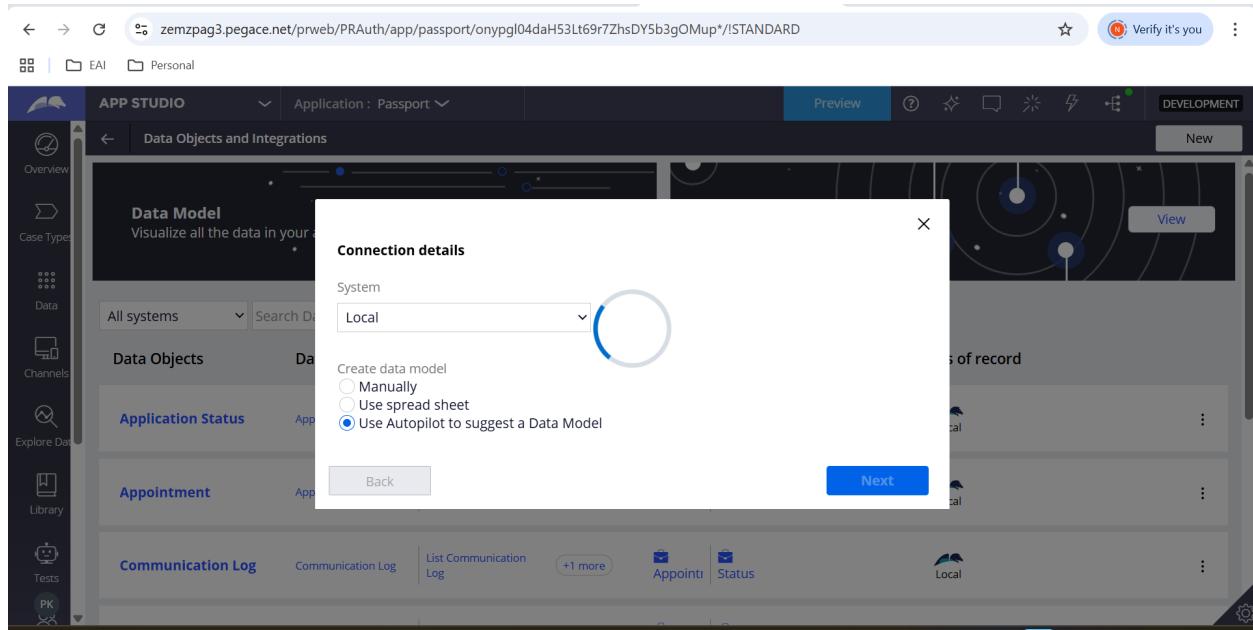
The screenshot shows the 'Data Objects and Integrations' section of the App Studio. On the left sidebar, there are various icons for Overview, Case Types, Data, Channels, Explore Data, Library, Tests, and PK. The main area displays a 'Data Model' visualization and an 'Integration Landscape' visualization. Below these are sections for 'Data Objects', 'Data Pages', 'Referenced By', and 'Systems of record'. A search bar at the top says 'Search Data Objects...'. The 'Data Objects' section lists three items:

Data Object	Description	Actions	Systems of record	
Application Status	Application Status	List Application Status, +1 more	Ident Verify, Appoint, +1 more	Local
Appointment	Appointment	List Appointment, +1 more	Ident Verify, Appoint, +1 more	Local
Communication Log	Communication Log	List Communication Log, +1 more	Ident Verify, Appoint, Status	Local

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

The screenshot shows the 'Create Data Object' dialog box. The title is 'Create Data Object'. It has a field for 'Data Object name' with a placeholder 'Enter data object name'. Below it, there is an AI suggestion section with four options: 'Passport Application', 'Applicant Information', 'Travel Document Details', and 'Application Submission'. Underneath this is an 'Advanced' section with a heading 'Define source data' and two radio buttons: 'Now' (selected) and 'Later'. At the bottom of the dialog are 'Cancel' and 'Next' buttons.

On the next screen, select **Use Autopilot to suggest a Data Model** and click Next



The screenshot shows the App Studio interface with the 'Data Model' section selected. A modal window titled 'Autopilot suggested fields for Passport Application' is open. It displays a table of suggested fields with columns for Name, Type, and ID. The table includes fields like Applicant Name (Text single line), Applicant Date Of Birth (Date only), and Applicant Gender (Picklist). A 'Submit' button is at the bottom right of the modal.

Name *	Type *	ID *
Applicant Name	Text (single line) ▾	ApplicantName
Applicant Date Of Birth	Date only ▾	ApplicantDateOfBirth
Applicant Gender	Picklist ▾	ApplicantGender
Applicant Nationality	Text (single line) ▾	ApplicantNationality
Applicant Address	Text (paragraph) ▾	ApplicantAddress
Applicant Phone Number	Phone ▾	ApplicantPhoneNumber
Applicant Email	Email ▾	ApplicantEmail
Applicant Occupation	Text (single line) ▾	ApplicantOccupation

So same we will get the these Regenerate options.

The screenshot shows the same App Studio interface and modal window as the previous one. However, a context menu is open over the 'ID' column of the table, displaying two options: 'Regenerate' and 'Regenerate with more context'.

Name *	Type *	Regenerate Regenerate with more context	ID *
Applicant Name	Text (single line) ▾		ApplicantName
Applicant Date Of Birth	Date only ▾		ApplicantDateOfBirth
Applicant Gender	Picklist ▾		ApplicantGender
Applicant Nationality	Text (single line) ▾		ApplicantNationality
Applicant Address	Text (paragraph) ▾		ApplicantAddress
Applicant Phone Number	Phone ▾		ApplicantPhoneNumber
Applicant Email	Email ▾		ApplicantEmail
Applicant Occupation	Text (single line) ▾		ApplicantOccupation

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

Selected Passport Application datatype

The screenshot shows the 'Data Model' tab in the App Studio interface. The left sidebar contains icons for Overview, Case Types, Data, Channels, Explore Data, Library, Tests, and PK. The main area displays a table of fields:

Name	ID	Type	Options	Application Layer
Applicant Address	ApplicantAddress	Text (paragraph)	Plain text	Passport
Applicant Date Of Birth	ApplicantDateOfBirth	Date only		Passport
Applicant Documents	ApplicantDocuments	Embedded Data	ApplicantDocuments	Passport
Applicant Email	ApplicantEmail	Email		Passport
Applicant Emergency Contact	ApplicantEmergencyContact	Text (single line)		Passport
Applicant Gender	ApplicantGender	Picklist	Drop-down list	Passport
Applicant Marital Status	ApplicantMaritalStatus	Picklist	Drop-down list	Passport
Applicant Name	ApplicantName	Text (single line)		Passport
Applicant Nationality	ApplicantNationality	Text (single line)		Passport

Buttons at the top right include 'Preview', '?', 'Save', and system status indicators.

Click on Records tab

The screenshot shows the 'Records' tab in the App Studio interface. The left sidebar is identical to the previous screenshot. The main area displays a table of records:

Applicant Name	Applicant Date Of Birth	Applicant Gender	Applicant Nationality	Applicant Address	Applicant Phone Number	Applicant Email	Applicant
No items							

Buttons at the top include 'Export', 'Import', 'Generate sample data with Autopilot', 'Search...', 'Execution details', and a 'Save' button.

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

The screenshot shows the App Studio interface for a 'Passport Application' data object. A modal dialog titled 'Generate sample records with Autopilot' is open. It contains a text input field labeled 'Number of sample records\*' with the value '5' entered. Below the input field are two buttons: 'Cancel' and 'Submit'. The background of the App Studio interface shows a table with columns: Phone Number, Applicant Email, and Applicant Name.

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

The screenshot shows the App Studio interface for a 'Passport Application' data object. The main area displays a table of generated sample data. The columns are: Applicant Name, Applicant Date Of Birth, Applicant Gender, Applicant Nationality, Applicant Address, Applicant Phone Number, and Applicant Email. The data rows are:

Applicant Name	Applicant Date Of Birth	Applicant Gender	Applicant Nationality	Applicant Address	Applicant Phone Number	Applicant Email
Jane Smith	2/15/1985	Female	Canada	456 Oak Avenue, Somewhere City	+19876543210	jane.smith@example.com
David Lee	8/15/1965	Male	China	159 Oak Lane, Somewhere Else	+8613987654321	david.lee@example.com
Emily Davis	6/1/1992	Female	Australia	321 Pine Road, Somewhere Else	+61987654321	emily.davis@example.com
John Doe	1/1/1990	Male	United States	123 Main Street, Anytown USA	+12345678901	john.doe@example.com
Michael Johnson	3/20/1978	Male	United Kingdom	789 Elm Street, Somewhere Else	+447987654321	michael.johnson@example.com

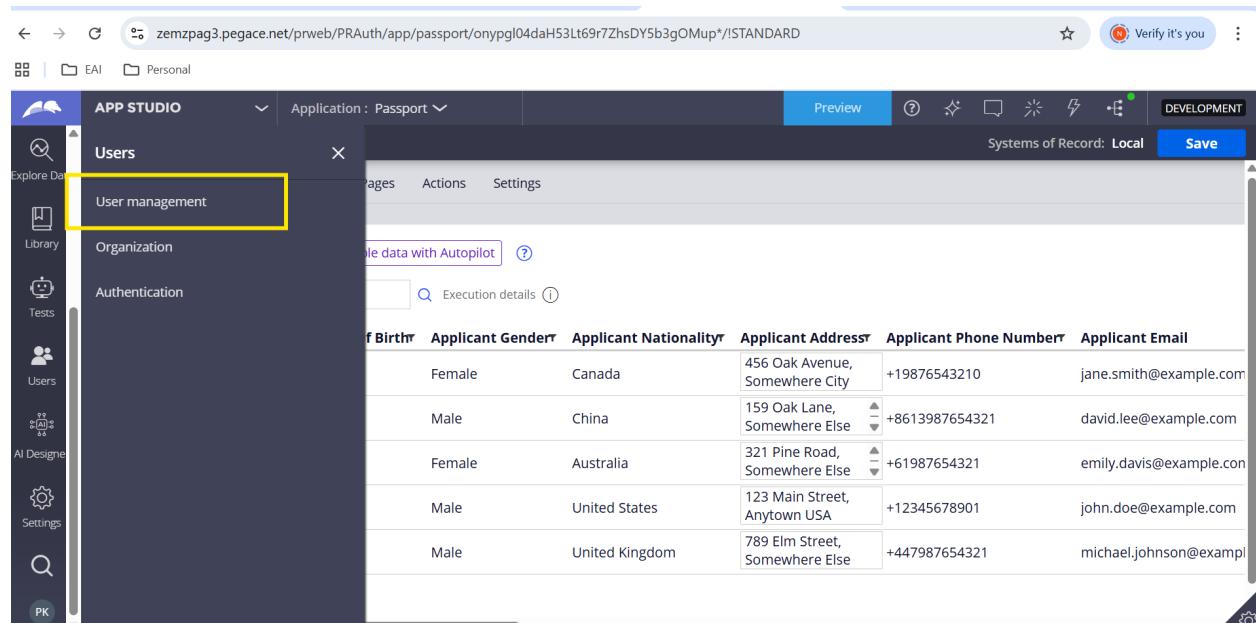
we can repeat this process multiple times to generate more data.

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



The screenshot shows the Pega APP STUDIO interface. The top navigation bar includes links for EAI and Personal, and a preview section. The main header says "Application : Passport". On the left, a sidebar menu under "Users" has "User management" highlighted with a yellow box. Other options in the sidebar include "Organization" and "Authentication". The main content area displays a table of user data with columns: First Name, Last Name, Date of Birth, Applicant Gender, Applicant Nationality, Applicant Address, Applicant Phone Number, and Applicant Email. The table contains five rows of sample data. The "Save" button is visible at the top right of the content area.

First Name	Last Name	Date of Birth	Applicant Gender	Applicant Nationality	Applicant Address	Applicant Phone Number	Applicant Email
Jane	Smith	1990-01-01	Female	Canada	456 Oak Avenue, Somewhere City	+19876543210	jane.smith@example.com
David	Lee	1985-05-15	Male	China	159 Oak Lane, Somewhere Else	+8613987654321	david.lee@example.com
Emily	Davis	1992-03-20	Female	Australia	321 Pine Road, Somewhere Else	+61987654321	emily.davis@example.com
John	Doe	1978-12-31	Male	United States	123 Main Street, Anytown USA	+12345678901	john.doe@example.com
Michael	Johnson	1988-07-07	Male	United Kingdom	789 Elm Street, Somewhere Else	+447987654321	michael.johnson@example.com

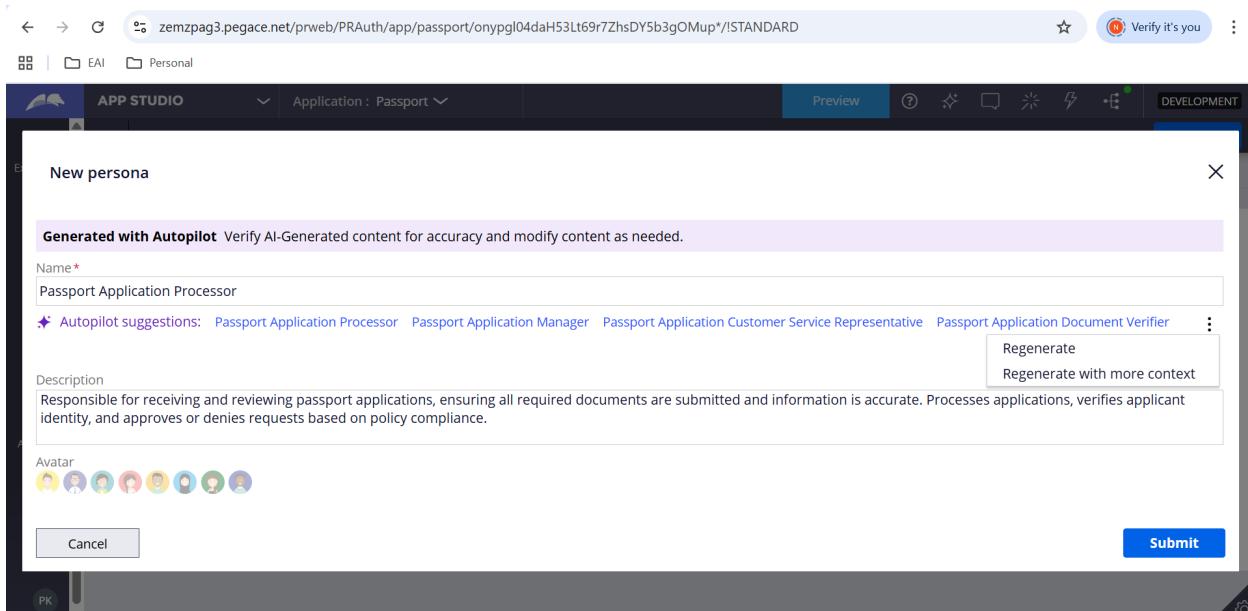
You will land on Personas page and click Add to create a new Persona

The screenshot shows the 'User management' section of the App Studio. The main area lists six personas: Application Verifier, Document Handler, Interview Officer, Passport Applicant, Technical Support, and Users. Each persona entry includes a small icon, the persona name, a 'Channels' column (e.g., 'Work Portal' for Users), and a 'Users' column showing '0 users'. The sidebar on the left provides navigation links for various tools and data exploration.

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

The screenshot shows the 'New persona' dialog box. It includes a message 'Generated with Autopilot' and a note to verify AI-generated content. The 'Name\*' field is populated with 'Passport Application Processor'. Below it, there's a list of 'Autopilot suggestions' with links to 'Passport Application Processor', 'Passport Application Manager', 'Passport Application Customer Service Representative', and 'Passport Application Document Verifier'. The 'Description' field contains a detailed text about the persona's responsibilities. At the bottom, there are 'Avatar' selection icons and 'Cancel' and 'Submit' buttons.

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.