

REST Integration (In Pega)

An Article By Amardeep

What is **REST** service in PEGA?



An Article By Amardeep Srivastava

Outcome: We will be leveraging the REST integration in Pega to Fetch the table records

.

Prerequisite :There should be one data type available with records.

What is REST ?What does it do ?

REST service in PEGA is a way to **expose Pega functionality to external systems** so that other applications can **send requests to Pega and get responses** using **HTTP methods**.

◆ What is a REST Service in PEGA?

A **REST Service** in Pega allows **external applications** (like Java, .NET, mobile apps, Postman, etc.) to **call Pega** using standard REST protocols such as:

- **GET**
- **POST**
- **PUT**
- **DELETE**

Pega processes the request, executes the configured logic (Activity / Data Transform), and returns a **JSON or XML response**.

◆ Why REST Service is used in PEGA?

- **To integrate Pega with external systems**

- To **expose case creation, updates, or data retrieval**
 - To support **microservices architecture**
 - Lightweight and **faster than SOAP**
-

◆ **Key Components of REST Service in PEGA**

1. Service Package

- Security & access control
- Authentication (Basic, OAuth 2.0)

2. Service REST Rule

- Defines endpoint URL
- HTTP method (GET/POST/etc.)
- Request & response mapping

3. Request Data Transform

- Maps incoming JSON/XML → Pega properties

4. Processing Logic

- Activity / Case creation / Data page

5. Response Data Transform

- Maps Pega data → JSON/XML response

Let's Start The Hands On :

DEV STUDIO
Application: Mahindra Vehicle Insurance
Configure
Launch portal
Create
Search
DEVELOPMENT

Home
Mahi-Data-Pol...
Data Type: PolicyDetails
Mahi-Data-PolicyDetails
Mahi
Actions
Save

Data model
Usage
Sources
Records
Views
Test cases
Settings

Source
Local data storage
Actions

Export
Import
Search...

Policy ID (requi... ▲▼	EffectiveTo ▼	EffectiveFrom ▼	DecisionResult ▼	MaxValue ▼	MinValue ▼	PolicyStatus ▼	PolicyName ▼
POL001	12/31/2025	1/1/2025	Reject	49	0	Active	Loan Eligibility Policy
POL002	12/31/2025	1/1/2025	Reject	99	50	Active	Loan Eligibility Policy
POL003	12/31/2025	1/1/2025	Reject	149	100	Active	Loan Eligibility Policy
POL004	12/31/2025	1/1/2025	Reject	199	150	Active	Loan Eligibility Policy
POL005	12/31/2025	1/1/2025	Reject	249	200	Active	Loan Eligibility Policy
POL006	12/31/2025	1/1/2025	Reject	299	250	Active	Loan Eligibility Policy
POL007	12/31/2025	1/1/2025	Reject	349	300	Active	Loan Eligibility Policy
POL008	12/31/2025	1/1/2025	Reject	399	350	Active	Loan Eligibility Policy
POL009	12/31/2025	1/1/2025	Reject	449	400	Active	Loan Eligibility Policy
POL010	12/31/2025	1/1/2025	Reject	499	450	Active	Loan Eligibility Policy
POL011	12/31/2025	1/1/2025	Refer	549	500	Active	Loan Eligibility Policy
POL012	12/31/2025	1/1/2025	Refer	599	550	Active	Loan Eligibility Policy

Agile Workbench
Current work
Scenario Testing
Issues
Tracer
Clipboard
Live UI
Live Data
Accessibility
Performance
PEGA

This is the Policy Details we will be fetching on the basis of Policy Id. So when end user is requesting for the Policy details upon providing the Policy id then Pega should provide the records associated with That id.

Implementation: Create the page property for Request and Response as shown and refer to the Data class.

Note: This Request and Response Page should be created under the context of Integration class.

The screenshot displays the Pega Dev Studio interface for configuring a property. The left sidebar shows the project structure under '3 applications' > 'Classes' > 'Mahi-Int-ProductDetails' > 'Data Model' > 'Property' > 'RequestPage'. The main panel is titled 'Edit Property: RequestPage [Available]' and shows the 'General' tab. Under 'Property type', 'Single Page' is selected, and the 'Page definition' is set to 'Mahi-Data-PolicyDetails'. Under 'Data access', the 'Manual' radio button is selected. A note states: 'At run time, the user adds data to this property through the UI. Data transforms and other rules may be required to support this workflow.' The bottom status bar includes 'Agile Workbench', 'Current work', 'Scenario Testing', 'Issues', 'Tracer', 'Clipboard', 'Live UI', 'Live Data', 'Accessibility', 'Performance', and the PEGA logo.

DEV STUDIO

Application: Mahindra Vehicle Insurance

Configure

Launch portal

Create

Search

DEVELOPMENT

Recents

Classes

Branches

Mahi-Int-ProductDetails

Mahi-Int-ProductDetails

Data Model

Property

RequestPage

ResponsePage

DecisionResult

EffectiveFrom

EffectiveTo

MaxValue

MinValue

PolicyID

PolicyName

PolicyStatus

SysAdmin

Pinned classes

Mahi-MahindraV-Int-GetCustomerDetails

Edit

Home

Mahi-Data-Pol...

ResponsePage

Edit Property: ResponsePage [Available]

CL: Mahi-Int-ProductDetails

ID: ResponsePage

RS: MahiInt:01-01-01

Delete

Actions

Save

General

Advanced

Specifications

History

Property type

Single Page

Page definition

Mahi-Data-PolicyDetails

Data access

Manual

Refer to a data page

Copy data from a data page

At run time, the user adds data to this property through the UI. Data transforms and other rules may be required to support this workflow.

Agile Workbench

Current work

Scenario Testing

Issues

Tracer

Clipboard

Live UI

Live Data

Accessibility

Performance

PEGA

Now Lets create the Service Package rule rule by following this navigation :

The screenshot displays the Pega Dev Studio interface. The top navigation bar includes 'DEV STUDIO', 'Application: Mahindra Vehicle Insurance', and tabs for 'Configure', 'Launch portal', and 'Create'. A search bar and a 'DEVELOPMENT' status indicator are also present. The left sidebar shows a tree view with '3 applications' expanded, leading to 'Classes' and then 'Mahi-Int-ProductDetails'. A context menu is open for 'Mahi-Int-ProductDetails', with the 'Create' option selected. This menu further expands to show 'Integration-Resources' as the chosen category. The 'Integration-Resources' sub-menu is visible, listing various integration components. 'Service Package' is highlighted at the bottom of this list. The main workspace area shows the 'Edit Property: ResponsePage [Available]' dialog, with tabs for 'General', 'Advanced', 'Specifications', and 'History'. The 'General' tab is active, displaying a large text area with a placeholder message: 'Data to this property through the UI. Data transforms and to support this workflow.' The bottom status bar shows the URL 'localhost:8080/prweb/PRServlet/app/mahindra-vehicle-insurance_...' and various utility icons like 'Clipboard', 'Live UI', 'Live Data', 'Accessibility', 'Performance', and 'PEGA'.

DEV STUDIO

Application: Mahindra Vehicle Insurance

Configure Launch portal Create

Search

DEVELOPMENT

3 applications

Classes Branches

Mahi-Int-ProductDetails

Mahi-Int-ProductDetails

Create

View

Definition

Inheritance

View in data designer

Manage relevant records

Refactor

Refresh Mahi-Int-ProductDetails

Refresh all

Application Definition

Data Model

Decision

Integration-Connectors

Integration-Mapping

Integration-Resources

Integration-Services

Organization

Process

Reports

Security

Survey

SysAdmin

Technical

User Interface

Connect Request Processor

Email Account

Email Listener

File Listener

FTP Server

Integration System

JMS Listener

JMS MDB Listener

JMS Producer Model

JMS Transport

JNDI Server

MQ Listener

MQ Server

Service Package

Service Request Processor

SMS Account

Web Service Policy

Edit Property: ResponsePage [Available]

CL: Mahi-Int-ProductDetails ID: ResponsePage RS: MahiInt:01-01-01

General Advanced Specifications History

Delete Actions Save

Data to this property through the UI. Data transforms and to support this workflow.

localhost:8080/prweb/PRServlet/app/mahindra-vehicle-insurance_... Clipboard Live UI Live Data Accessibility Performance PEGA

DEV STUDIO

Recents

Case types

Data types

App

Records

Favorites

3 applications

Classes

Branches

Mahi-Int-ProductDetails

Mahi-Int-ProductDetails

Data Model

Property

SysAdmin

Pinned classes

Mahi-MahidraV-Int-GetCustomerDetails

Edit

Application: Mahidra Vehicle Insurance

Configure

Launch portal

Create

Search

DEVELOPMENT

Home

POLICYDETAILS...

MAHIAUTO@INS.COM

Edit Service Package : PolicydetailsRest

ID: PolicydetailsRest RS: MahidraV [Edit]

Delete

Actions

Save

This record has 1 info warning (including 1 unjustified)

Review/Edit

Context

Pooling

Open API

History

Context

Processing mode

Stateless

Service access group

MahidraV:Authors

Requires authentication

Suppress Show-HTML

Methods

No Service Methods found for this Service Package. Try clicking "Refresh."

Refresh

localhost:8080/prweb/PRServlet/app/mahidra-vehicle-insurance_/EZ01Pk9BBbGokdM-ArSgx99zofGityQm*/!STANDARD?pzPostData=1690485168#

Clipboard

Live UI

Live Data

Accessibility

Performance

PEGA

Lets create the REST Service through wizard:

Create Service REST

?

Cancel

Create and open

Service REST Record Configuration

Service name*

GETProductDetails

Service package name

PolicydetailsRest

Service version

v1

URI Template*

Build URI

PolicyID/{PolicyID}

Identifier

policyid_varc0459556ff4da06d49f16e2e0eddf458

Context

☒ Mahidra Vehicle Insurance

☐ Mahindra Auto Insurance

☐ Cosmos Rules

☐ Pega Platform

Add to ruleset*

Mahilnt

01-01-01

Current work item

Work item to associate

Select...

DEV STUDIO

Application: Mahindra Vehicle Insurance

Configure

Launch portal

Create

Search

DEVELOPMENT

3 applications

Classes Branches

Mahi-Int-ProductDetails

Mahi-Int-ProductDetails

Data Model

SysAdmin

Pinned classes

Mahi-MahindraV-Int-GetCustomerDetails

Edit

Home New Service Package POLICYDETAILS... Mahi-Data-Pol...

Edit Service REST: GETProductDetails [Available]

ID: PolicydetailsRest • v1 • policyid_varc0459556ff4da06d49f16e2e0eddf458 RS: MahiInt:01-01-01

Actions Save

Service Methods Specifications OpenAPI History

Resource properties

Resource *
Mahi-Int-ProductDetails

Service endpoint URL
http://localhost:8080/prweb/api/PolicydetailsRest/v1/PolicyID/{PolicyID}

URI template
PolicyID/{PolicyID}

URI path parameters

Name	Description	Map to	Map to key
PolicyID		Clipboard	Param.PolicyID

Processing options

☐ End Requestor When Done

☐ Enable service SLA with fallback activity

☐ Method is read-only

Execution mode
Execute synchronously

Request processor

Lightweight clipboard mode ?
☒ Provide values ☐ Use application settings
☐ Enable

As of now we are only fetching the records so we will creating everything (Activity etc)under this .

HomeNewService PackagePOLICYDETAILS...Mahi-Data-Pol...

Edit Service REST: GETProductDetails [Available]

ID: PolicydetailsRest • v1 • policyid_varc0459556ff4da06d49f16e2e0eddf458RS: MahiInt:01-01-01

ActionsSave

ServiceMethodsSpecificationsOpenAPIHistory

> GET

> POST

> PUT

> PATCH

> DELETE

Scenario TestingIssuesTracerClipboardLive UILive DataAccessibilityPerformancePEGA

Next : Lets Create an activity

Edit Activity: FetchPolicyDetails [Available]

CL: Mahi-Int-ProductDetails ID: FetchPolicyDetails RS: MahidraVInt:01-01-01

Delete Actions Save

This record has 3 severe or moderate warnings (including 3 unjustified) and 1 info warning [Review/Edit](#)

[Steps](#) Parameters Pages & Classes Security Test cases Specifications History

1.

Label

Loop When

Method

Page-New

Step page

PolicyPage

Description

Create a page

Jump

Method Parameters

Name

Value

Data Transform

PageList

NewClass

2.

Loop When

Method

Property-Set

Step page

Description

Set property values

Jump

Method Parameters

★PropertiesName

Param.PolicyID

★PropertiesValue

Primary.RequestPage.PolicyID

3.

Loop When

Method

Obj-Open

Step page

PolicyPage

Description

Open record

Jump

Method Parameters

Name

Value

OpenClass

Mahi-Data-PolicyDetails

Lock

☒

ReleaseOnCommit

☒

LockInfoPage

★PropertyName

PolicyPage.PolicyID

★PropertyValue

Param.PolicyID

4. Loop When [Jump](#)

Method Parameters

CopyFrom
★ CopyInto
Data Transform
PageList

[+ Add a step](#) [Collapse all steps](#)

ario Testing

Issues

Tracer

Clipboard

Live UI

Live Data

Accessibility

Performance

PEGA

Edit Activity: FetchPolicyDetails [Available]

CL: Mahi-Int-ProductDetails ID: FetchPolicyDetails RS: MahidraVInt:01-01-01

Delete

Actions

Save



This record has 3 severe or moderate warnings (including 3 unjustified) and 1 info warning [Review/Edit](#)

Steps Parameters Pages & Classes Security Test cases Specifications History

Page name

Class



Testing Part :

One should have postman tool to Test other than Pega platform environment.

Copy the Url from the Service package / Service : “<http://localhost:8080/prweb/api/PolicydetailsRest/v1/PolicyID/{Policy}>”

The screenshot displays the Pega Dev Studio interface for configuring a REST service. The left sidebar shows the project structure with 'RequestPage' selected. The main panel shows the 'Edit Service REST: GETProductDetails [Available]' configuration page. A red box highlights the 'Resource properties' section, which includes the 'Service endpoint URL' set to 'http://localhost:8080/prweb/api/PolicydetailsRest/v1/PolicyID/{Policy}'. Below this, the 'Processing options' section is visible, showing settings for execution mode (Execute synchronously), request processor, and service monitoring (Off). The bottom status bar indicates the application is in 'DEVELOPMENT' mode.

DEV STUDIO Application: Mahindra Vehicle Insurance Configure Launch portal Create Search

3 applications
Classes Branches
Mahi-Int-ProductDetails
Mahi-Int-ProductDetails
Data Model
Property
RequestPage
ResponsePage
SysAdmin
Pinned classes
Mahi-MahindraV-Int-GetCustomerDetails

Edit Service REST: GETProductDetails [Available]
ID: PolicydetailsRest + v1 + policyid_varc0459556ff4da06d49f16c2e0eddf458 RS: MahindraVInt:01-01-01
Delete Actions Save

This record has 1 severe or moderate warning (including 1 unjustified) Review/Edit

Service Methods Specifications OpenAPI History

Resource properties

Resource ★
Mahi-Int-ProductDetails
Service endpoint URL
<http://localhost:8080/prweb/api/PolicydetailsRest/v1/PolicyID/{Policy}>
URI template
PolicyID/{Policy}
URI path parameters

Name	Description	Map to	Map to key
Policy		Clipboard	Primary.RequestPage.PolicyID

Processing options

☐ End Requestor When Done
☐ Method is read-only
Execution mode
Execute synchronously
Request processor
Service monitoring
Off
Service package (includes additional processing options)
[PolicydetailsRest](#)

☐ Enable service SLA with fallback activity
Lightweight clipboard mode
☒ Provide values ☐ Use application settings
☐ Enable

Agile Workbench Current work Scenario Testing Issues Tracer Clipboard Live UI Live Data Accessibility Performance PEGA

Open the PostMan Tool: Pass valid key : `http://localhost:8080/prweb/api/PolicydetailsRest/v1/PolicyID/{key }`

`http://localhost:8080/prweb/api/PolicydetailsRest/v1/PolicyID/{ POL010}`

The screenshot displays the Postman interface with a workspace named 'Amardeep Srivastava's Workspace'. The left sidebar shows a collection 'My Collection' containing several requests, including 'GET Get data'. The main panel shows the 'GET Get data' request selected, with the URL field containing 'http://localhost:8080/prweb/api/Mahindr...'. A dropdown menu is open below the URL field, showing a list of requests: 'GET http://localhost:8080/prweb/api/Mahindr...', 'GET http://localhost:8080/prweb/api/Mahindr...', and 'POST http://localhost:8080/prweb/PRRestServi...'. The 'Send' button is visible next to the URL field. The right sidebar shows the 'Visualize response as table' tab selected, displaying a table visualization of the response data. The table has columns for 'Key', 'Value', and 'Description'. The response data is as follows:

Key	Value	Description
Key	Value	Description

The screenshot displays the Postman API client interface. On the left, the 'Collections' sidebar shows a collection named 'My Collection' containing several requests, including 'GET Get data'. The main workspace shows the configuration for this request: a GET method to the URL 'http://localhost:8080/prweb/api/PolicydetailsRest/v1/PolicyID/POL010'. The 'Params' tab is active, showing a table for query parameters.

Key	Value	Descr...	Bulk Edit
Key	Value	Description	

The right-hand pane is titled 'Visualize response as table' and contains a code editor with the following CSS snippet:

```
}.customer-table th, .customer-table td {
  border: 1px solid #ddd;
  padding: 12px;
  text-align: left;
}
.customer-table th {
  background-color: #4CAF50;
  color: white;
  font-weight: bold;
}
```

Hit send .

Bingo!!We Got the result.

HomeWorkspacesAPI Network

Search PostmanCtrl K

Invite

Upgrade

Amardeep Srivastava's WorkspaceNewImport

Search collections

My Collection

- GET Get data
- POST Post data
- GET New Request

REST API basics: CRUD, test & variable

- GET Get data
- POST Post data
- PUT Update data
- DEL Delete data

FilesBETA

HTTPMy Collection / Get dataSaveShare

GEThttp://localhost:8080/prweb/api/PolicydetailsRe...Send

DocsParamsAuthHeaders (7)BodyScriptsSettingsCookies

Body

- JSONPreviewVisualize

pxUpdateDateTime	2025-12-18T19:09:21.647Z
pzInsKey	Mahi-Data-PolicyDetails POL010
pxUpdateOpName	mahiauto
MaxValue	499
pxUpdateOperator	mahiauto@ins.com
pxObjClass	Mahi-Data-PolicyDetails
pxCreateOperator	mahiauto@ins.com
DecisionResult	Reject
pxCreateDateTime	2025-12-18T19:09:21.647Z
PolicyName	Loan Eligibility Policy
PolicyStatus	Active
MinValue	450
pxCreateSystemID	pega
EffectiveFrom	2025-01-01
pxCommitDateTime	1970-01-01T00:00:00.000Z
pxCreateOpName	mahiauto
EffectiveTo	2025-12-31
PolicyID	POL010

Visualize response as table

GET Get data

Visualize response as table

I'll create a table visualization for the response data from your current request.

Allow agent to update post response of request?

Post-response script

```
.customer-table th, .customer-table td {
  border: 1px solid #ddd;
  padding: 12px;
  text-align: left;
}
.customer-table th {
  background-color: #4CAF50;
  color: white;
  font-weight: bold;
}
.customer-table tr:nth-child(even) {
  background-color: #f9f9f9;
}
.customer-table tr:hover {
  background-color: #f1f1f1;
}
```

ApproveReject

Waiting for approval...

Mahindra app.txt - Note...

Cloud ViewFind and replaceConsoleTerminalRunnerStart ProxyCookiesVaultTrash

pxUpdateDateTime	2025-12-18T19:09:21.647Z
pzInsKey	Mahi-Data-PolicyDetails POL010
pxUpdateOpName	mahiauto
MaxValue	499
pxUpdateOperator	mahiauto@ins.com
pxObjClass	Mahi-Data-PolicyDetails
pxCreateOperator	mahiauto@ins.com
DecisionResult	Reject
pxCreateDateTime	2025-12-18T19:09:21.647Z
PolicyName	Loan Eligibility Policy
PolicyStatus	Active
MinValue	450
pxCreateSystemID	pega
EffectiveFrom	2025-01-01
pxCommitDateTime	1970-01-01T00:00:00.000Z
pxCreateOpName	mahiauto
EffectiveTo	2025-12-31
PolicyID	POL010

Json:

```
{  
  "pxUpdateSystemID": "pega",  
  "pxSaveDateTime": "1970-01-01T00:00:00.000Z",  
  "pxUpdateDateTime": "2025-12-18T19:09:21.647Z",  
  "pzInsKey": "Mahi-Data-PolicyDetails POL010",  
  "pxUpdateOpName": "mahiauto",  
  "MaxValue": 499,  
  "pxUpdateOperator": "mahiauto@ins.com",  
  "pxObjClass": "Mahi-Data-PolicyDetails",  
  "pxCreateOperator": "mahiauto@ins.com",  
  "DecisionResult": "Reject",  
  "pxCreateDateTime": "2025-12-18T19:09:21.647Z",  
  "PolicyName": "Loan Eligibility Policy",  
  "PolicyStatus": "Active",  
  "MinValue": 450,  
  "pxCreateSystemID": "pega",  
  "EffectiveFrom": "2025-01-01",
```

```
"pxCommitDateTime": "1970-01-01T00:00:00.000Z",  
"pxCreateOpName": "mahiauto",  
"EffectiveTo": "2025-12-31",  
"PolicyID": "POL010"  
}  
.
```

Hope you all like this article it takes lot of effort to create these type of documents please share and follow me and give like and tell your thoughts in comment please.

PEGA **REST** SERVICE



BUSTED!!

REST

An Article By Amardeep Srivastava