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leader in cloud

software for

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engagement and operational excellence. If you've driven a car, used a credit card, called a company for service, opened an account, flown on a plane, submitted a claim, or performed countless other

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everyday tasks,  
chances are you've  
interacted with  
Pega.

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Bold 12 pt The  
Taxonomy editor  
which is available  
on the user portal  
Dashboard allows



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you to define a single or multiple category levels for the classification and grouping of content.

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Pega Field Service User Guide Pega Field Service re-envisions field

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service operations from a customer to a field worker. This single application unifies an industry-leading customer service dashboard with innovative scheduling capabilities, a powerful yet intuitive dispatcher console, and a rich mobile offering – all

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atop the Pega  
Platform that's  
designed for the  
ease of  
customization.

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Customer Decision  
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Customer Decision  
Hub leverages  
decisioning and AI  
technology for the  
purpose of

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transforming how  
an enterprise  
interacts with its  
customers to be  
one-to-one, in-  
context, omni-  
channel and  
relevant.

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Marketing 8.1 Pega

Marketing About

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Header 4  
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5 Navigation Panel  
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HomePage 8 Custo  
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m Next-Best-



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User Guide  
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Home Page 7 Transi-  
tioning from Next-  
Best-Action Studio 9

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card, called a

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company for  
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plane, submitted a  
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marketing product  
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has a user guide  
that talks about the  
list of features  
offered by the  
product. Similarly,  
do we have any  
such guide that  
talks about the list  
of features offered  
by NBA Advisor? I  
could find only the  
installation guide  
and the

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Implementation

guide that talks  
about installing  
Advisor and  
configuring the  
necessary settings.

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to the Clipboard ...

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one or more portals so that end users can access it. ...

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service, opened an account, flown on a plane, submitted ...

Creating a guide  
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Pega

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## User Guide

The documentation on how to use NBAD templates is a part of the Pega Marketing User Guide. There is a separate chapter there on the topic titled "Importing Next-Best-Action settings from a template". There is no separate user guide that is titled

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"NBA Designer  
Templates User  
Guide".

NBA Designer  
Templates User  
Guide - Pega  
The Pega UI  
platform. Pega is a  
complete web-  
based front-end  
framework driven  
by HTML5, CSS3,  
and JavaScript with

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web components.

Pega UI is data-driven and highly dynamic with options for stateless or stateful. Using design templates, Pega allows UX designers to define, add, and govern standards throughout the development

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design system  
Regards Stefano  
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countless other  
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| Collaboration  
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recognized and  
successful brands  
rely on Pega's AI-

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powered software  
to optimize every  
customer  
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channel while  
ensuring their  
brand promises are  
kept. Pega's low-  
code application  
development  
platform allows  
enterprises to  
quickly build and  
evolve apps to

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meet their  
customer and  
employee needs  
and drive digital  
transformation on  
a global scale.

Why Create a Pega  
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With the  
Debunkum Beaver  
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series, you would have an arsenal of tools at your disposal. Whenever there is a new project, or a new feature required, all you have to do is just to pull out one of these guides. Can you visualise a situation, where all similar features

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User Guide

have the same way of implementation, with the same sequence of steps and number of rules; and anyone who looked at the rules knew exactly how and why each rule was implemented as such; any deviations and bugs that were

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introduced due to carelessness would simply stand out by itself, easily identifiable and easy to fix, wouldn't this be a wonderful Pega World? Well, that is the core objective of the Debunkum Beaver Pega How-to Guide series!

Introduction to

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Debunkum Beaver  
Pega How-to Guide:  
Creating REST  
Service and REST  
Connector (Master  
Beaver Version)  
REST stands for  
“Representational  
State Transfer”, it  
is a software  
architectural style  
that defines a set  
of constraints to be  
used for creating



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**User Guide**  
Web services. In this How-to Guide, the author demonstrates how to use Pega to create REST service as well as REST connector. REST/JSON is gaining traction, both for its ease of implementation as well as for its ease of consumption.

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User Guide

With Pega, it is now so much easier to implement both REST service and REST connector. If you want to learn advanced knowledge of REST and/or are considering taking CLSA, then you should get the Master Beaver Version, in which

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Additional tips and tricks of using Pega are discussed, including: security, removing the "pxObjClass" in the REST response, using external tool such as Postman, and many more! Sample chapters available at: [HowTo.DebunkumBeaver.com](http://HowTo.DebunkumBeaver.com)

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Introduction to  
Pega How-to Guide:  
Exporting Data to  
Excel (Master  
Beaver Version) In  
Pega, we are often  
required to provide  
some search  
functionalities for  
users, such as  
listing records  
matching some  
given search

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User Guide  
criteria. This is simple and OOTB. However, sometimes, the users might require us to provide a functionality to export the search results into Excel. The purpose of this "Exporting Data to Excel" Pega How-to Guide is to provide you with 2

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methods of exporting the required data to Excel. The 1st method, which is quite old, still works. However, it requires you to configure quite a few tasks. Any changes would require updating the template as well as the

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associated rules.

The 2nd method, which is much simpler, does not require the creation of additional rules, and is much easier to implement and change. In the Master Beaver Version, the author will walk through the modifications

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of the records

listing,

demonstrating the

impact to the 2

exporting methods.

This will provide

readers with hands-

on knowledge of

the various

advantages and

disadvantages of

both the methods.

Why Create a Pega

How-to Guide? In a



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real-world situation, you would not have the luxury of time to learn and explore features on the ground. Worse, after implemented the required feature, only to find yourself in a dead corner and had to resort to patching and

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custom coding to address users' ever-changing requirements. All these would have been easily avoided if you had a better understanding of the pros and cons of various options. "Pega How-to Guide" series aims to provide readers

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with an arsenal of tools at their disposal. Whenever there is a new project, or a required new feature, all that is required is just to pull out these guides, implement the features according to the given approach.

Can you visualise a

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situation, where all similar features have the same way of implementation, with the same sequence of steps and number of rules; and anyone who looked at the rules knew exactly how and why each rule was implemented as such; any

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deviations and bugs that were introduced due to carelessness would simply stand out by itself, easily identifiable and easy to fix, wouldn't this be a wonderful Pega World? Well, that is the core objective of the Pega How-to Guide series!

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Sample chapters  
available at: [HowTo  
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Pega CLSA is the highest level of technical achievement in Pega. With the recent changes to the 7.3/7.4 certification, the path of CLSA

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certification had become much more complicated. The Debunkum Beaver Pega CLSA Guide is a series that aims to help you to achieve the Pega CLSA certification. This series focus on how to tackle the CLSA exams, by treating you like a smart

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User knowledgeable student, one who is thirsty for knowledge. The series also teaches you how to prepare and answer exam questions, without divulging any of the questions, lest say the answers themselves. This is the first book of the Pega CLSA series,



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Beaver Pega CLSA  
Guide - Preparing  
for Pega CLSA  
7.3/7.4

Certification (Book  
1), which lays the  
foundation for you  
to achieve Pega  
CLSA. This book is  
also a prerequisite  
for other books in  
this series. This  
guide is a

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Compilation of the knowledge that the author had gained along the way, highlighting specific tricks that you can legally leverage on to improve your chance of passing this certification. The focus is on demystifying this certification, and

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most importantly, providing guidance and tips on how you could optimise your success rate. If you are a Pega CSSA, planning to take the Pega CLSA Certification, this book is meant for you. Look out for more info at: <http://www.DebunkumBeaver.com>

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Introduction to  
Debunkum Beaver  
Pega How-to Guide:  
Creating REST  
Service and REST  
Connector (How-to  
Version) In this  
How-to Guide, the  
author adopted a  
practical approach  
to show readers  
how to use Pega to  
create REST

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service and REST connector in a way that avoids Pega OOTB limitations to improve reliability, flexibility and extensibility.

REST/JSON is gaining traction, both for its ease of implementation as well as for its ease of consumption.

With Pega, it is now

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so much easier to implement both REST service and REST connector. If you want to learn advanced knowledge of REST and/or are considering taking CLSA, then you should get the Master Beaver Version, in which additional tips and

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tricks of using Pega

are discussed,  
including: security,  
removing the  
"pxObjClass" in the  
REST response,  
using external tool  
such as Postman,  
and many more!

Why Create a Pega  
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real-world  
situation, you  
would not have the

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luxury of time to learn and explore features on the ground. Worst, after implemented the required feature, only to find yourself in a dead corner and had to resort to patching and custom coding to address users' ever-changing



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requirements. All these would have been easily avoided if you had a better understanding of the pros and cons of various options. "Debunkum Beaver Pega How-to Guide" series aims to provide readers with an arsenal of tools at their

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introduced due to carelessness would simply stand out by itself, easily identifiable and easy to fix, wouldn't this be a wonderful Pega World? Well, that is the core objective of the Debunkum Beaver Pega How-to Guide series!

Sample chapters

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series, you would  
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rules; and anyone who looked at the rules knew exactly how and why each rule was implemented as such; any deviations and bugs that were introduced due to carelessness would simply stand out by itself, easily identifiable and

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easy to fix, wouldn't this be a wonderful Pega World? Well, that is the core objective of the Debunkum Beaver Pega How-to Guide series! Why Create This "Installing and Testing AES" Pega How-to Guide? Firstly, if you followed the



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instructions in Pega

Community

knowledgebase

(KB) closely, it will

not work, not to

mention the lack of

screenshots,

making it

extremely difficult

to follow the

instruction.

Secondly, the KB is

not organised in a

sequence that

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make sense in a real-life scenario. In a real-life scenario, after installation, you would want to configure it, followed by testing and validating the installation. To achieve that using Pega KB, you would need to search thorough and collate multiple

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documents, which is error prone and time consuming. Lastly, the AES installation KB had been archived and is no longer being maintained, so an end-to-end guide is critical. For this guide, the author had gone through the process of installing and

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testing AES, and presented all the relevant screenshots to you. At the same time, highlighting specific issues along with instructions. This will make it easier for anyone who is interested to install and test AES, accomplish the

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task in a much  
faster and efficient  
way! Sample  
chapters available  
at: [HowTo.DebunkumBeaver.com](http://HowTo.DebunkumBeaver.com)

Aircraft  
Communications  
Addressing and  
Reporting System  
(ACARS) is a digital  
datalink system for  
transmission of

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short, and relatively simple messages between aircraft and ground stations using the airband VHF radio link. The message protocol was designed by Aeronautical Radio Incorporated (ARINC) to replace their VHF voice service and

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User Guide  
deployed in 1978  
using telex type  
format. SITA, a  
multinational  
information  
technology  
company, later  
augmented their  
worldwide data  
network by adding  
ground radio  
stations to provide  
ACARS service.

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Introduction to  
Pega How-to Guide:  
Exporting Data to  
Excel (How-to  
Version) In Pega,  
we are often  
required to provide  
some search  
functionalities for  
users, such as  
listing records  
matching some



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given search criteria. This is simple and OOTB. However, sometimes, the users might require us to provide a functionality to export the search results into Excel. The purpose of this "Exporting Data to Excel" Pega How-to Guide is to provide

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you with 2 methods of exporting the required data to Excel. The 1st method, which is quite old, still works. However, it requires you to configure quite a few tasks. Any changes would require updating the template as

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the modifications  
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This will provide  
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advantages and  
disadvantages of  
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Why Create a Pega

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How-to Guide? In a real-world situation, you would not have the luxury of time to learn and explore features on the ground. Worse, after implemented the required feature, only to find yourself in a dead corner and had to resort to

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patching and custom coding to address users' ever-changing requirements. All these would have been easily avoided if you had a better understanding of the pros and cons of various options. "Pega How-to Guide" series aims

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Pega CLSA is the  
highest level of  
technical  
achievement in  
Pega. With the  
recent changes to  
the 7.3/7.4  
certification, the

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path of CLSA certification had become much more complicated. The Debunkum Beaver Pega CLSA Guide is a series that aims to help you achieve the Pega CLSA certification. This series focus on how to tackle the CLSA exams. This is the

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User Guide

first book of the Pega CLSA series, which lays the foundation to achieve the Pega CLSA. This book is also a prerequisite for other books in this series. This guide is a compilation of the knowledge that the author had gained along the way,

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highlighting specific tricks that you can legally leverage on to improve your chance of passing this certification. The focus is on demystifying this certification, and most importantly, providing guidance and tips on how you could optimise

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your success rate.

If you are a Pega CSSA, planning to take the Pega CLSA Certification, this book is meant for you. Look out for more info at: [PegaCLSA.DebunkumBeaver.com](http://PegaCLSA.DebunkumBeaver.com)

Introduction to  
Pega Snippets:  
Using External

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Tables Pega stores its data in the database via concrete classes, which are automatically mapped to a database table.

This database table typically includes a BLOB column.

Sometimes you might be provided with data from an

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existing database table, and instead of porting all the data into Pega concrete classes with the BLOB column, you might simply want to create a class that points to it, without changing its original table structure. This

"Using External



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Tables Snippets" explores this mapping as well as other usages. Pega Snippets' content is designed to evolve over time, therefore its content will be enhanced and will get richer over time. Why Create a Pega Snippets? The main reason is that

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writing a REAL

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book takes a lot of  
time and effort! I  
have acquired a lot  
of knowledge and  
samples over the  
years, and if I were  
to share it via the  
traditional book  
publishing  
mechanism, it  
would take a long  
time to share all of  
those! Therefore, a

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A better way would be to share it via the Snippets Series, which is a collection of task-specific steps, with screenshots, to demonstrate how to do specific tasks in Pega. The focus of "Snippets" is on performing specific tasks in Pega, not on the 'why', other

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alternatives, or providing explanation of the potential problems that one might encountered. It also does not go into detailed explanation or discussion on the task/topic. In short, the focus is on accomplishing the task. Snippets are

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distributed as  
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eBooks, which not only provides the ability to share knowledge in a timely manner, it also enables constant update of the knowledge.

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