

# Pega Customer Service Developer Training

## Course Description

This comprehensive course prepares you to build and deploy Pega Customer Service™ applications using low-code development techniques. You will gain hands-on experience with Pega Customer Service Foundation, Constellation architecture, Pega Call™, Pega Common Data Model, Digital Messaging, and Voice AI. The course covers key functionalities like case management, service requests, business conditions, customer verification, and agent guidance. You will also learn about best practices, troubleshooting, and performance considerations for Pega Customer Service applications. This course emphasizes practical application through hands-on challenges and real-world scenarios.

## Audience Profile

This course is designed for developers, system architects, and business analysts who are involved in building and implementing Pega Customer Service applications. It is ideal for those looking to gain expertise in configuring and customizing Pega Customer Service solutions to meet specific business needs.

## Prerequisite

- Basic understanding of Pega Platform™ concepts.
- Familiarity with application development principles.
- Recommended: Completion of Pega Academy's "Pega Customer Service Foundation" mission.

## Course Objectives

Upon completion of this course, participants will be able to:

- Build and customize Pega Customer Service applications.
- Implement Pega's Constellation design pattern for a modern user experience.
- Configure and manage service requests, cases, and business conditions.
- Integrate Pega Call™ with CTI systems for seamless customer interactions.
- Understand and utilize the Pega Common Data Model.
- Implement customer verification and agent guidance features.
- Utilize Pega Digital Messaging to connect with customers across various digital channels.
- Leverage Pega Voice AI to assist agents during live phone interactions.
- Apply best practices for Pega Customer Service development.
- Troubleshoot common issues in Pega Customer Service applications.
- Optimize Pega Customer Service applications for performance.

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