



Agentic AI-Powered Future Experiences



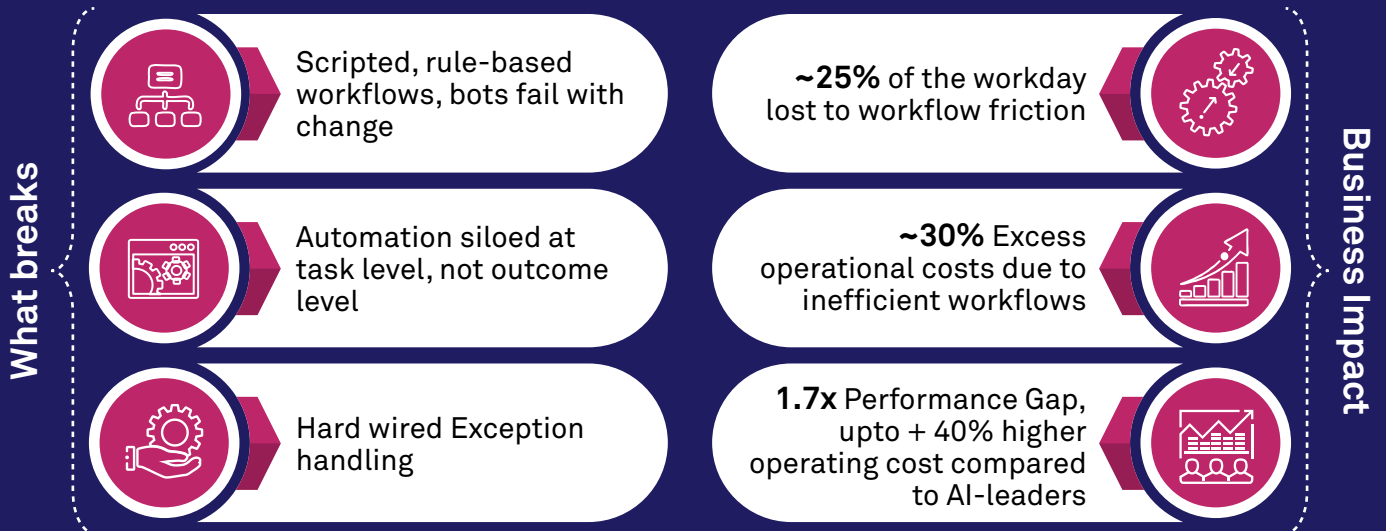
From connected journeys to autonomous,
self-orchestrating enterprise experiences

Experience is no longer enough. Execution defines it.

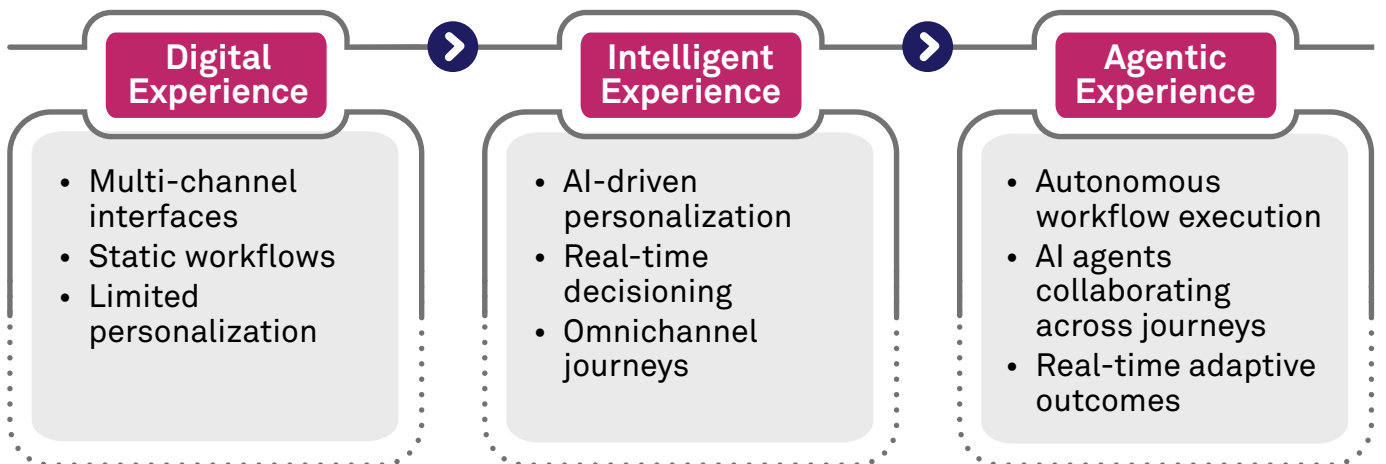
Enterprises have invested in digital channels, personalization, and experience design. Yet experiences break due to:



Why experiences break at scale



Experience Evolution



Experiences evolve when execution becomes autonomous

Agentic AI-Powered Experience Orchestration

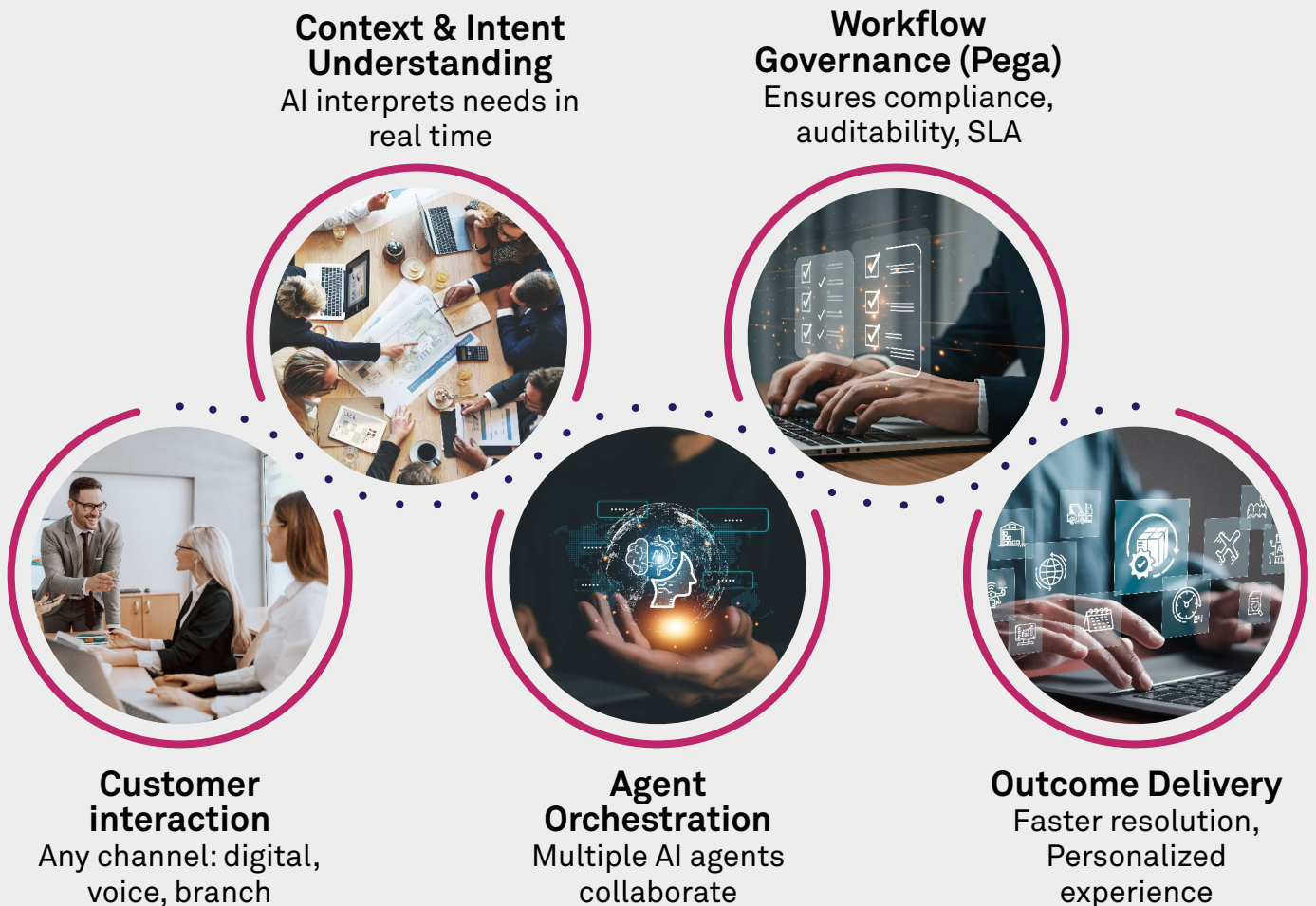
Wipro and Pega brings together:



Workflows that Think, Decide and Act – safely and measurably

From customer intent to autonomous execution

Traditional workflows follow predefined steps. Agentic AI redefines execution by enabling systems to dynamically plan, decide, and act in real time. Agentic AI transforms workflows from predefined paths into dynamic, outcome-driven execution systems.

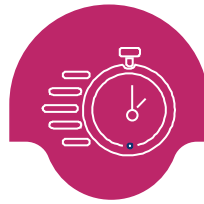


From better experiences to measurable outcomes



Operational Efficiency

- 30–60% cost reduction by lowering maintenance and manual work
- 25–30% license take-out through consolidation and modernization



Speed and Experience

- ~40% reduction in resolution times
- 30–50% fewer escalations, higher SLA reliability



Risk and Esilience

- >90% transparent, traceable decisions
- 40–60% embedded validation and compliance controls

Key use cases where it applies



Intelligent Customer Onboarding

- Seamless, multi-channel onboarding
- AI-driven KYC, validation, decisioning
- Faster approval and reduced friction

Claims Processing (Insurance)

- Automated claim intake & validation
- AI-driven fraud detection
- Faster resolution with audit trails



Lending & Credit Decisioning

- End-to-end agentic orchestration
- 10x faster decisioning

Experience the future. Autonomous. Intelligent. Scalable.

Reimagine experiences — powered by Agentic AI



Ambitions Realized.

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