Accelerating business decisions with HCLTech's AI Force using Pega

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Overview

Business decisions require rapid analysis of extensive data and complex patterns. HCLTech's AI Force solution combines Agentic AI workflow tools (Langflow, Azure Prompt-Flow, Flowise AI and CrewAI) with Pega's workflow engine to perform intelligent tasks that accelerate processes while maintaining human oversight. This hybrid approach addresses common challenges like overreliance on subject-matter experts and inefficient manual decision-making processes.

Key Features

Hybrid AI integration:

Combines external Agentic AI tools with Pega's native GenAI capabilities

Human-in-the-loop (HITL):

Embeds human review at critical workflow stages

Seamless workflow:

Integrates AI agents without disrupting existing business processes

Prompt driven GenAI:

Uses context-relevant AI prompts for dynamic automation

Task specific AI agents:

Handles data analysis, decision support and recommendation generation

Solution Components

AI agent task assignment

AI Force agents execute specific tasks including:

- Data analysis from multiple sources
- Decision support with data-backed recommendations
- Pattern recognition across financial reports and customer behavior

AI integration methods

- **External tool integration:**

  Works with Langflow, Azure PromptFlow, Flowise AI and CrewAI

- **Native GenAI implementation:**

  Executes Agentic AI logic within Pega without third-party dependencies

Human-in-the-loop governance

- **Expert oversight:**

  Designated personnel review AI outputs before proceeding

- **Decision validation:**

  Critical decisions undergo human verification for accuracy and compliance

Accelerated processing

- **Streamlined workflows:**

  Speeds completion of risk assessments and fraud detection

- **Automated data processing:**

  Reduces manual work through intelligent automation

Use Cases

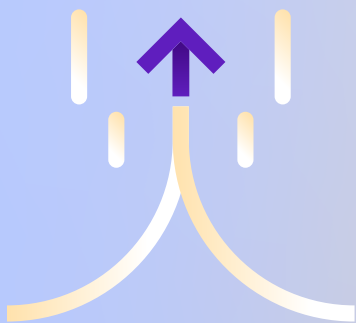## Corporate banking: Credit risk assessment

The solution integrates AI tools with Pega workflows to extract financial data, simulate market risks and analyze patterns from uploaded financials and external datasets. AI agents generate creditworthiness scores with justifications, which risk officers review before loan decisions. This approach accelerates risk evaluation while maintaining governance standards.

Tax administration: Fraud detection

For tax submissions, the system uses native GenAI integrations to analyze potential fraud risks. The AI identifies submission anomalies and guides the case flow. Human auditors review these insights before taking action, ensuring intelligent automation with appropriate oversight and compliance.

Business Benefits

+ Improved efficiency:

Automates routine tasks and data processing

+ Faster decisions:

Accelerates workflows for quicker response to market changes

+ Strong governance:

Maintains control through strategic human oversight checkpoints

+ Scalable architecture:

Easily adapts AI functionality based on specific business needs

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