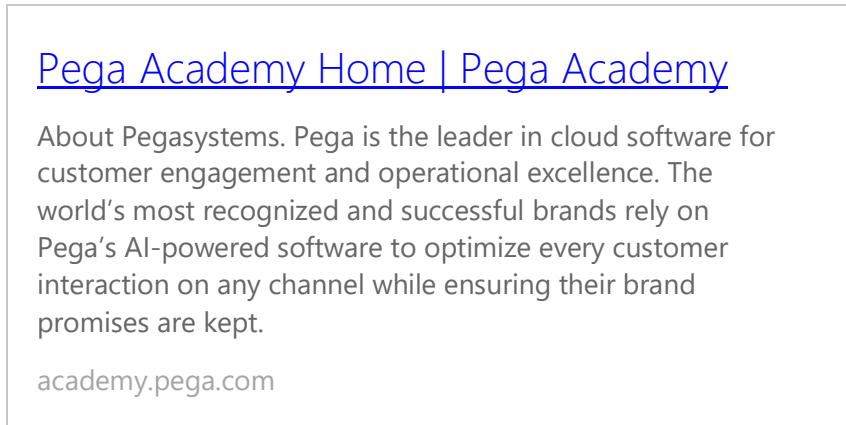
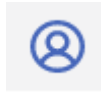
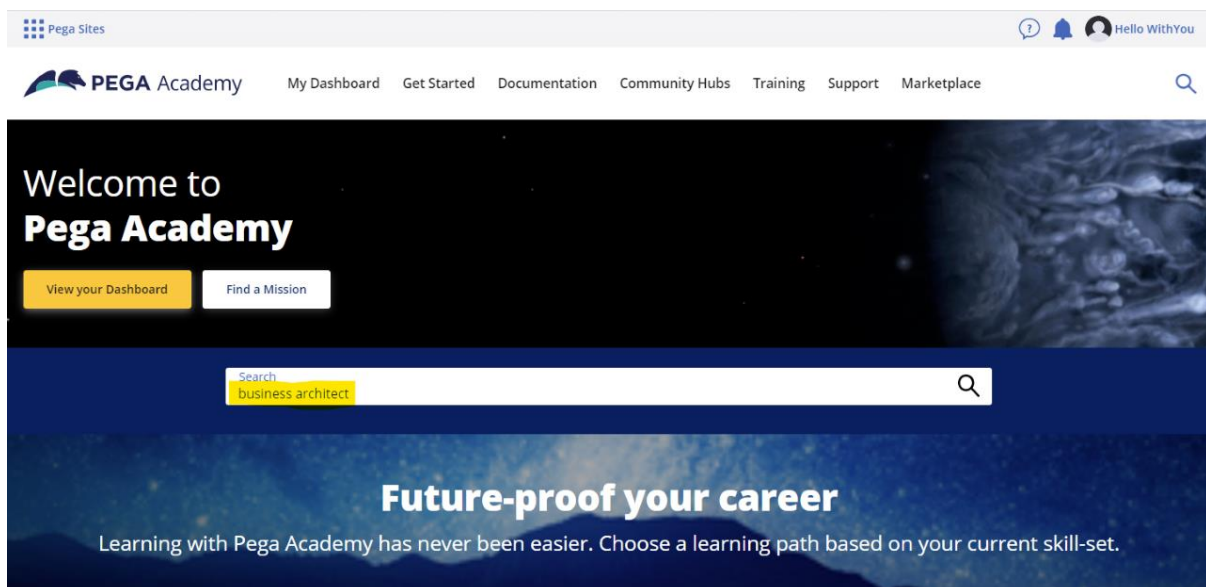


Instructions on how to get access on Pega Academy

1. Visit <https://academy.pega.com/>



2. Login / signup (if you haven't already done so), click this  icon to proceed to login / signup.
3. Search for courses on mainpage (eg., Business Architect or System Architect)



4. You will see the following, then choose the mission. (In the example, I have chosen Business Architect)

The screenshot shows the Pega Academy search interface. At the top, there is a navigation bar with 'PEGA Academy' and links for 'My Dashboard', 'Get Started', 'Documentation', 'Community Hubs', 'Training', 'Support', and 'Marketplace'. A search bar contains the text 'business architect'. Below the search bar, there are filter sections for 'Language', 'Library', 'Type', 'Skill Level', 'Product', and 'Capability'. The main content area displays four search results:

- Business Architect** (MISSION): 2 Missions | 2 Modules | 1 day 50 mins. Pega Platform 8.7 (English). Visible to all users. Description: Begin your journey as a business architect with Pega technology by learning the capabilities of App Studio to develop applications on the Pega...
- Certified Pega Business Architect** (CERTIFICATION EXAM): 50 Questions | 1 hr 30 mins | Passing Score: 70%. Description: The Certified Pega Business Architect version 8.7 certification concentrates on the ability to participate in the design and construction of a Pega...
- Business Architect Essentials** (INSTRUCTOR LED TRAINING): 5 days. Pega Platform 8.7. Visible to all users. Description: Prepare for the Certified Pega Business Architect (CPBA) exam by learning about the features of App Studio in Pega Platform™, which you can use to...
- System Architect** (MISSION): 2 Missions | 26 Modules | 23 Challenges | 1 day 20 hrs 30 mins. Pega Platform 8.7 (English). Visible to all users. Description: Learn the core principles of application development on Pega Platform™. Business users and delivery team members use these principles to plan and...

5. In the Business Architect mission. I have started with Low-Code App Builder.

The screenshot shows the Pega Academy interface for the Business Architect mission. At the top, there is a navigation bar with 'Pega Sites', a user profile 'Hello WithYou', and a search icon. Below this is the 'PEGA Academy' header with links for 'My Dashboard', 'Get Started', 'Documentation', 'Community Hubs', 'Training', 'Support', and 'Marketplace'. The main content area is titled 'Business Architect' and includes a 'MISSION' section with the title 'Business Architect'. It shows progress: '2 Missions', '2 Modules', and '1 day 50 mins'. There are filters for 'Pega Platform 8.7 (English)' and 'Follow'. A visibility setting is set to 'Visible to all users'. Below this, there are filters for 'Beginner', 'Pega Platform 8.7', 'Pega Express', and 'English'. A descriptive paragraph states: 'Begin your journey as a business architect with Pega technology by learning the capabilities of App Studio to develop applications on the Pega Platform™ that advance the digital transformation of organizations. Become familiar with the Pega Express™ delivery approach and learn Pega's Center-out business architecture.' A 'Hide Completed' checkbox is present. Three mission cards are listed: 1. 'Low-Code App Builder' (10 Modules, 9 Challenges, 10 hrs 10 mins) with a description: 'An introduction to using Pega Platform to develop applications that advance the digital transformation of organizations.' 2. 'Low-Code App Builder Extended' (1 Mission, 18 Modules, 18 Challenges, 22 hrs 35 mins) with a description: 'Continue learning about low-code application development using Pega Platform™.' 3. 'Pega Express introduction' (3 Topics, 20 mins) with a description: 'Pega Express™ is a light, design-focused delivery approach that combines Pega's low-code experience, best practices in application development, and...'

6. Accessing the challenge. For this example, I have chosen Designing a case life cycle.

Business Architect > Low-Code App Builder

MISSION

Low-Code App Builder

10 Modules | 9 Challenges | 10 hrs 10 mins | Pega Platform 8.7 (English) | Follow

Visible to all users




Beginner | Pega Platform 8.7 | Low-Code App Development | Case Management | Data Integration | ...

An introduction to using Pega Platform to develop applications that advance the digital transformation of organizations.

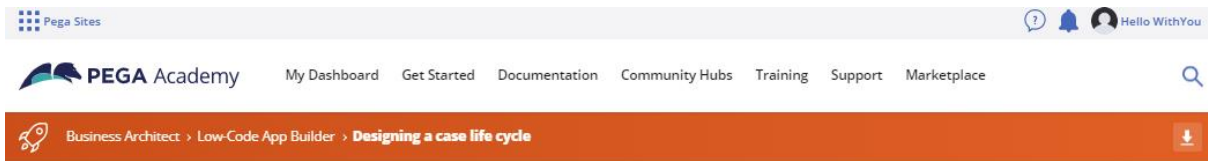
Available in the following missions:

- [System Architect](#)
- [Low-Code App Builder Extended](#)
- [Business Architect](#)
- [Application Development Foundation](#)

Hide Completed

	MODULE Low-code defined 4 Topics 45 mins	Pega Platform™ provides an application development environment where citizen developers and system architects alike create digital solutions to...
	MODULE Defining a customer Microjourney 5 Topics 50 mins	Learn how case types represent a customer Microjourney™ from beginning to a desired outcome. Design the life cycle of a case type as a series of steps...
	CHALLENGE Designing a case life cycle 8 Tasks 30 mins	The mayor of MyTown wants to increase resident engagement and improve the town's responsiveness to issues raised by residents. To achieve this goal...

7. Once you are in the challenge. You will see a button at the bottom of screenshot saying "Initialize Pega instance for this Challenge"



CHALLENGE

Designing a case life cycle

8 Tasks | 30 mins | Pega Platform 8.7 (English) ▾

🌐 Visible to all users

Beginner | Pega Platform 8.7 | Case Management | English

Scenario

The mayor of MyTown wants to increase resident engagement and improve the town's responsiveness to issues raised by residents.

To achieve this goal, the services coordinator wants residents to submit service requests that available city services can resolve. To begin the process, the mayor and the services coordinator have outlined a workflow for submitting, reviewing, and resolving service requests and have created the Service Request case type to manage such requests.

In MLP1, residents create service requests from the user portal, service coordinators review the requests from the user portal, and department managers and service coordinators resolve the requests from the user portal. In MLP2, residents, services coordinators, and department managers have the option to interact with service request cases from the mobile channel.

The following table provides the credentials you need to complete the challenge.

Role	User name	Password
Application Developer	author@mytown	pega123!

Challenge Walkthrough



You must initiate your own Pega instance to complete this Challenge.

Initialization may take up to 5 minutes so please be patient.

[Initialize Pega instance for this Challenge](#)

If you have any questions, please use the low-code discord channel or contact pega-academy@withyouwithme.com