

Forrester ranks Pegasystems as a leader in the 2025 Forrester Wave™ RTIMS Report

Helping clients deliver customer-centric, unified and empathetic experiences across channels is our mission. Which is why we're thrilled to be recognized as a leader in The Forrester Wave™: Real-Time Interaction Management Software, Q4 2025.

Read the report to learn more about how Pegasystems Customer Decision Hub earned the highest possible scores in 25 of 28 criteria, including real-time decisioning, predictive AI, and generative AI. [Get the Forrester report](#)

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The Forrester Wave™: Real-Time Interaction Management Software, Q4 2025

The Seven Providers That Matter Most And How They Stack Up

FIGURE 1

Forrester Wave™: Real-Time Interaction Management Software, Q4 2025

THE FORRESTER WAVE™

Real-Time Interaction Management Software
Q4 2025



*A halo indicates above-average customer feedback. A double halo indicates that the vendor is a Customer Favorite.

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