

IBM watsonx Orchestrate

The next wave of AI productivity with AI agents

25%

decrease in time to complete tasks when using AI tools¹

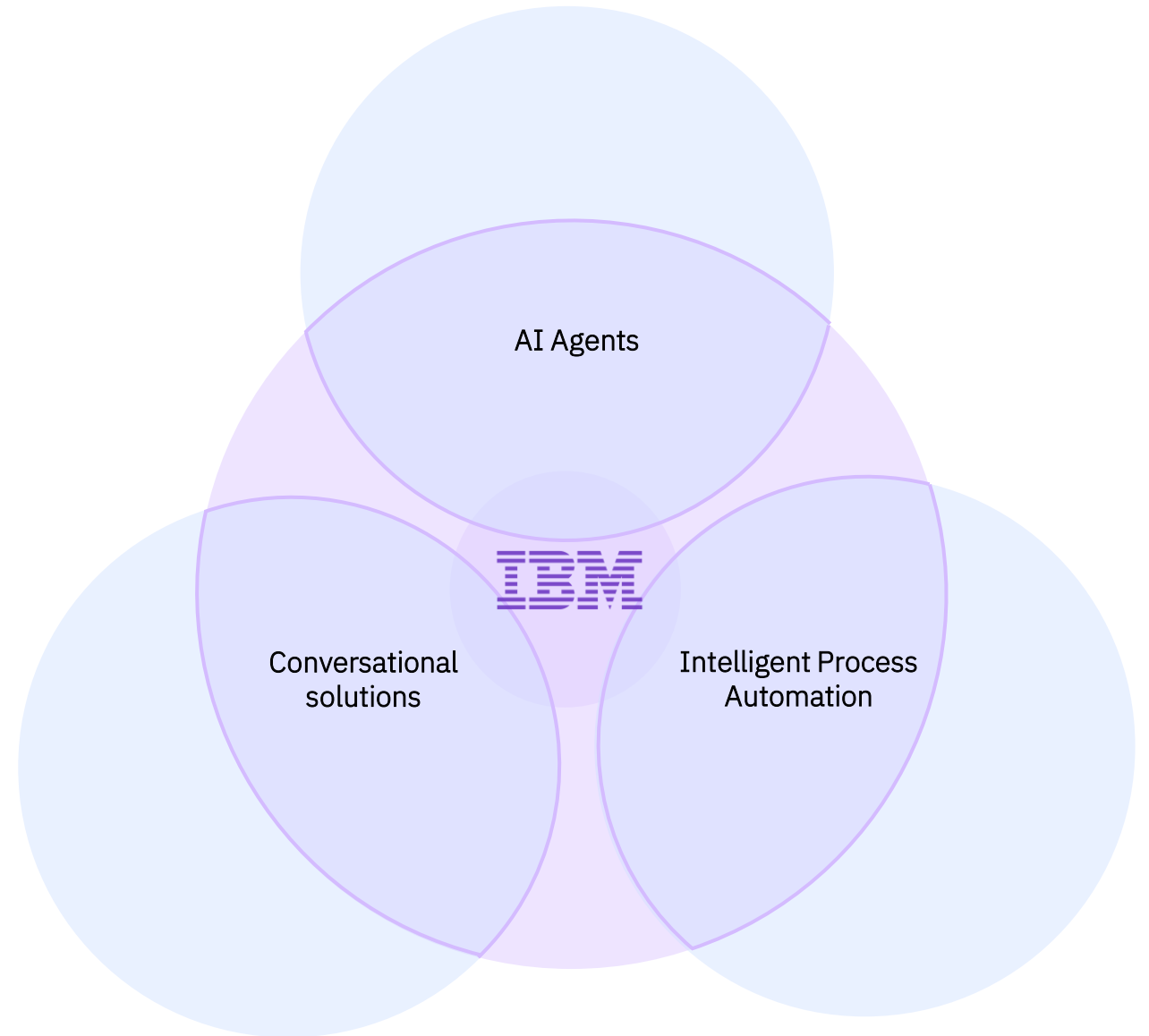
12%

more tasks completed in total with the help of AI tools¹

40%

higher quality in work completed with AI tools²

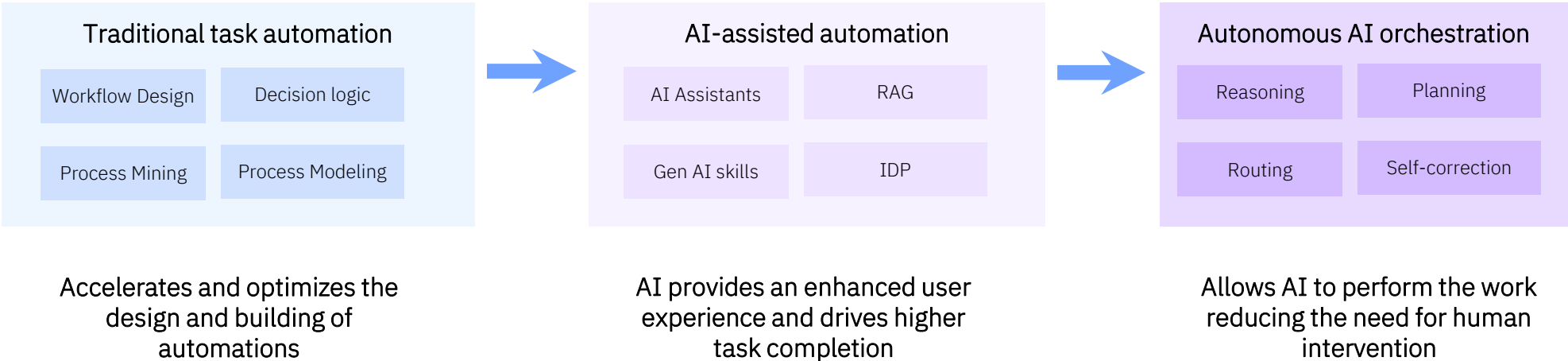
AI Agents tightly integrated with existing AI and automation investments, have ushered [a new opportunity to unlock Enterprise Productivity](#)



The evolution of Generative AI for intelligent business automation

Fixed Flow
Act as programmed

Autonomous Flow
Plan and self-correct



AI agents address **key challenges** across business domains

IT Processes

80% of the product development lifecycle will be augmented with generative AI code generation

Customer service

85% of execs say generative AI will be interacting directly with customers in the next two years

HR and Talent Management

Estimated 85 million jobs could go unfilled by 2030 due to lack of skilled workers

Sales & Marketing

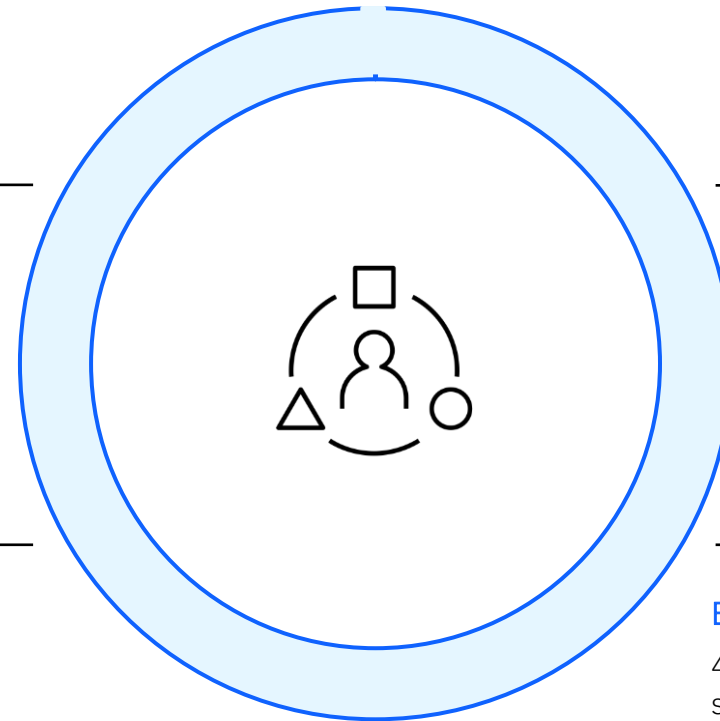
More than 42% of CMOs say scaling hyper-personalization is a priority and 64% expect to use generative AI for content personalization

Financial planning & analysis

Despite automation, over 85% of FP&A teams are struggling to support complex decision-making due to economic turbulence

Business Operations

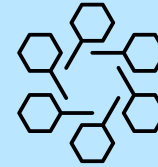
45% of employees say context switching makes them less productive



Scale AI agents across your business

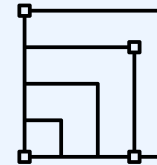
Multi-agent orchestration

Manage all agents in one place



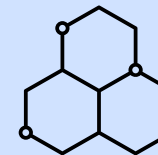
Prebuilt agents

Accelerate AI agent deployment

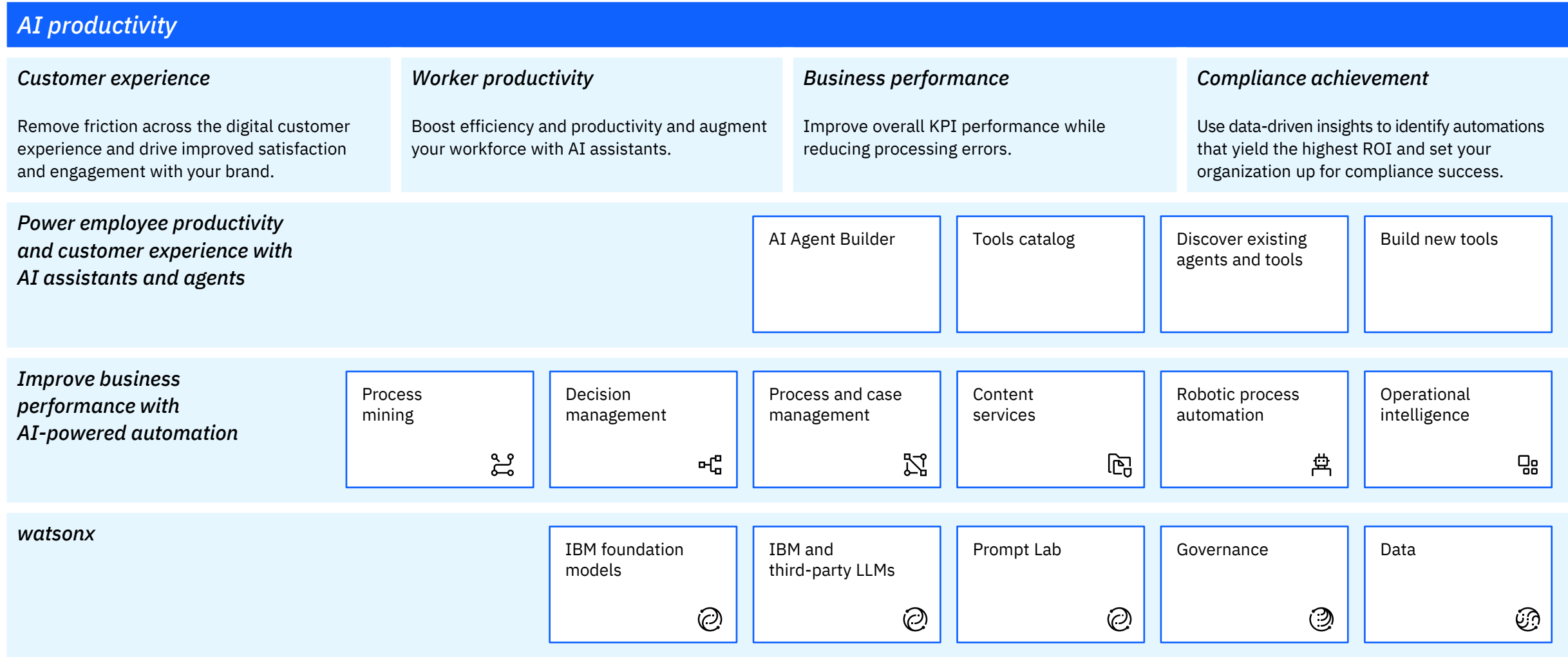


Custom-built agents

Build custom designed agents



IBM’s vision: providing enterprises with a unified experience to infuse AI and Automation across business processes

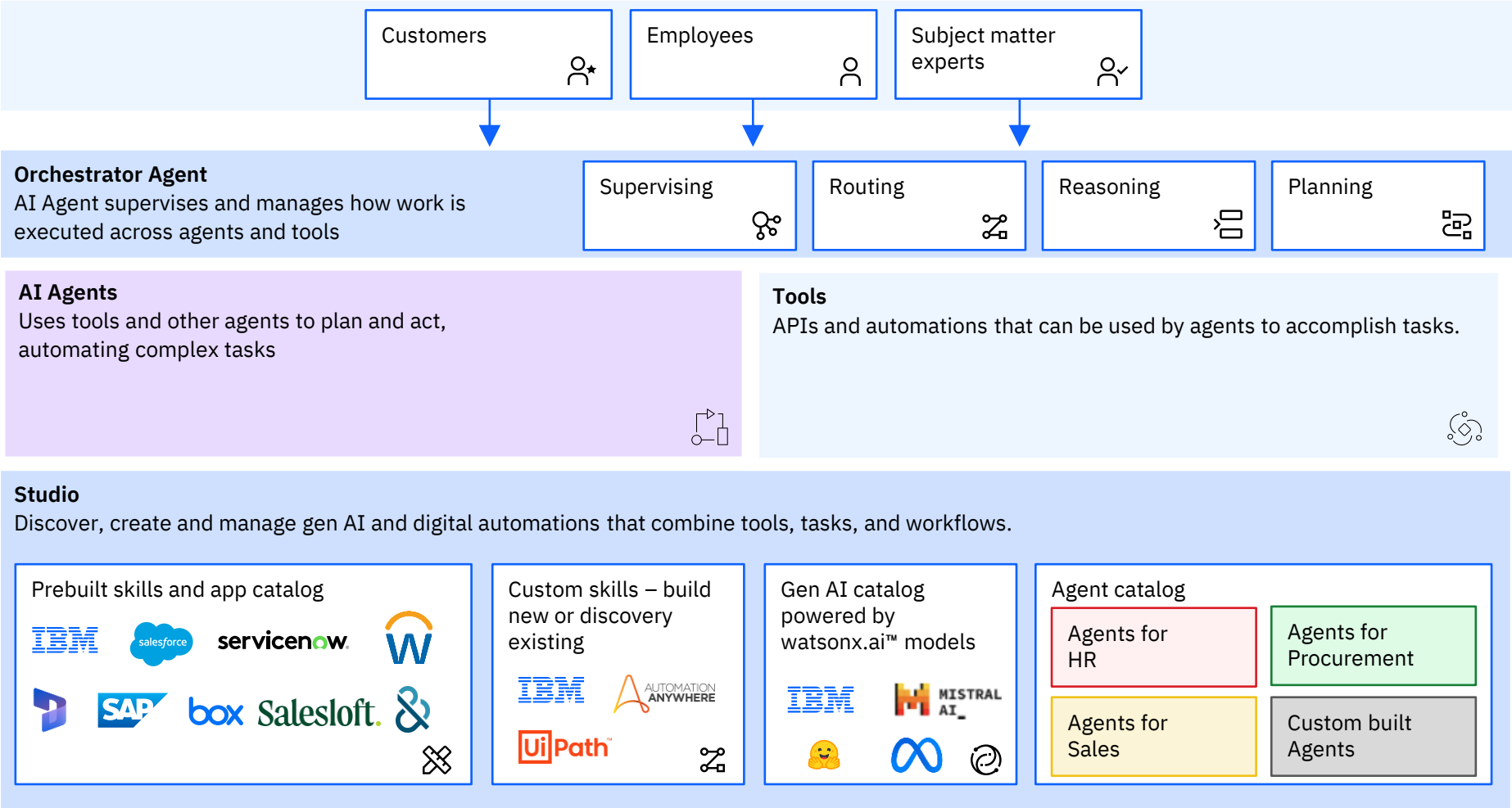


IBM watsonx Orchestrate conceptual architecture

Empower customers and employees through simple, intuitive and guided conversations

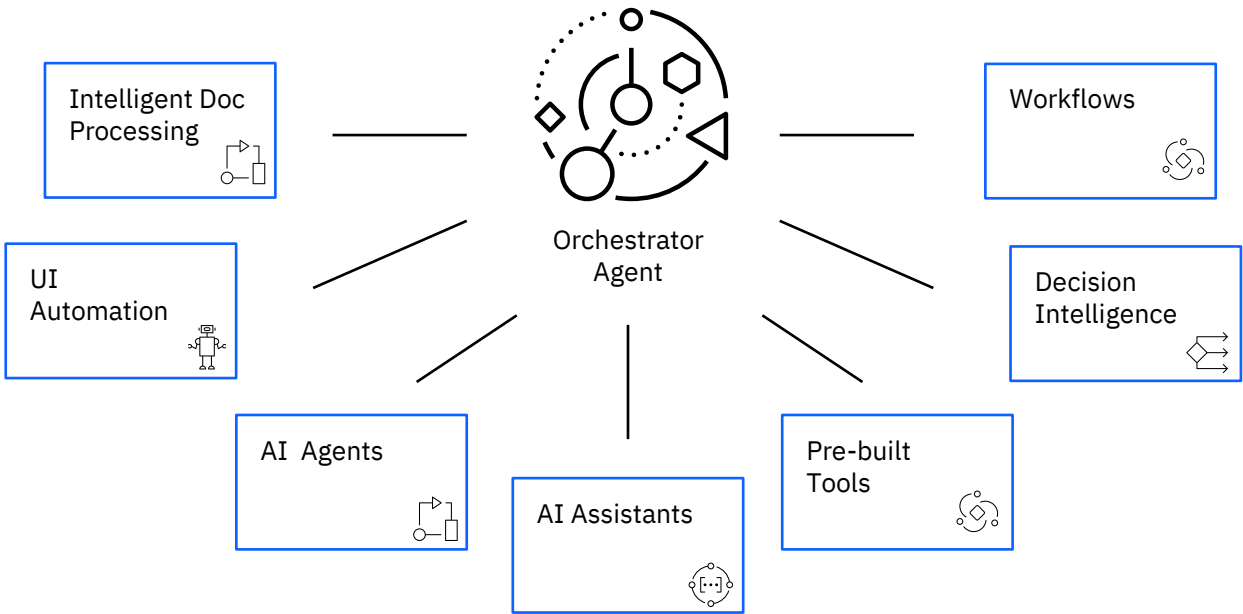
Boost productivity with AI and automation

Accelerate time to value with pre-built capabilities or build your own



Agentic orchestration unifies existing and future automation capabilities

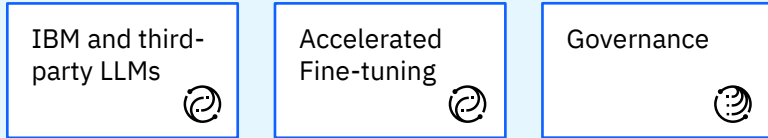
Omni-channel experiences



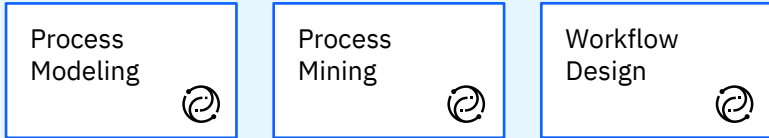
Manage Data



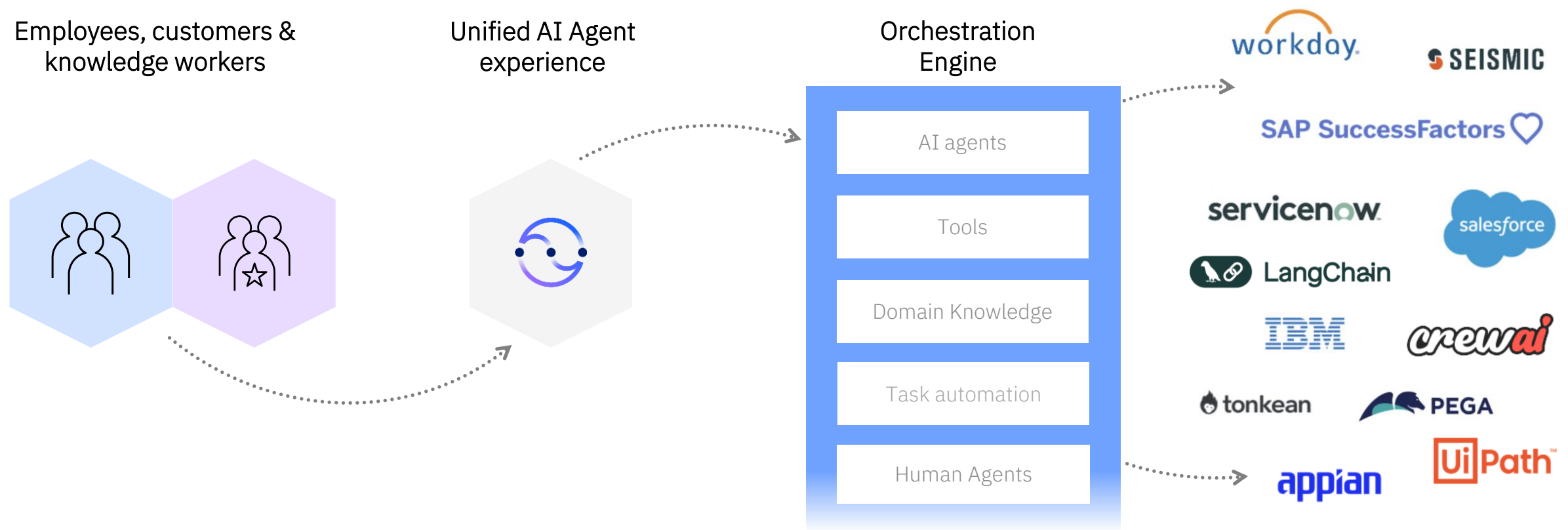
Govern AI



Process Design



AI Agents and Orchestration unlock the next wave of productivity gains for the enterprise



How Agent Orchestration Reasons & Executes Across Domains

Evaluation and reflection...

Autonomous reasoning and execution...

Input

Route

Plan

Execute

Outcome



Employee Transfer

I need to transfer Francesca Lopez to Katherine Howe before the holidays and before end of year.



.....

Sales Prospecting

I need to send an email with our updated sales play to our discount eligible accounts.



.....

AskHR Agent

- Search
- Transfer
- Generate
- Send

AskSales Agent

- Consult
- Retrieve
- Validate
- Generate
- Send



workday.

SAP SuccessFactors

watsonx[™] Orchestrate



The transfer request for your employee has been completed...

Seismic



zoominfo



watsonx[™] Orchestrate

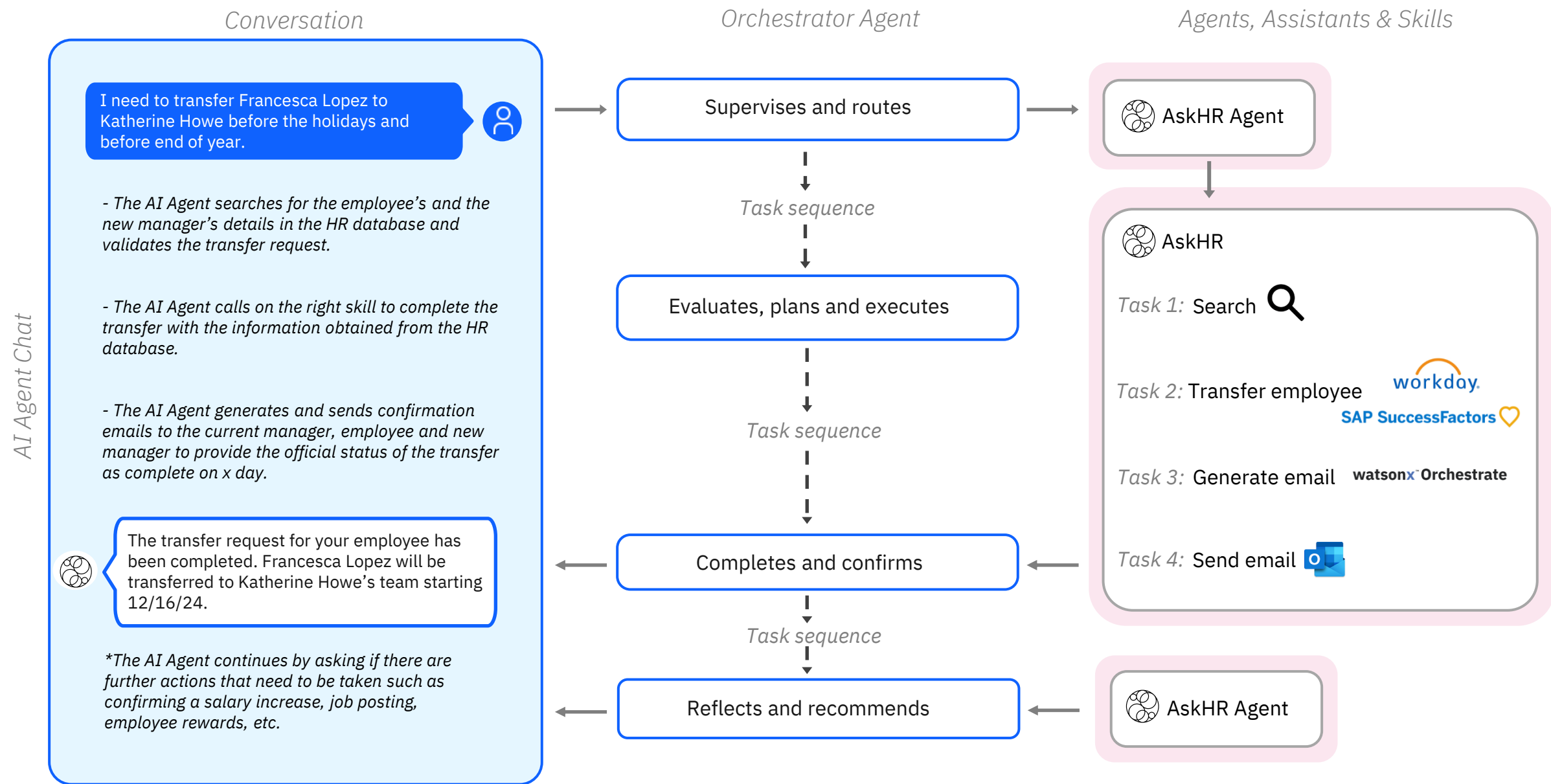


Emails with discount offers based on new sales plays have been sent...

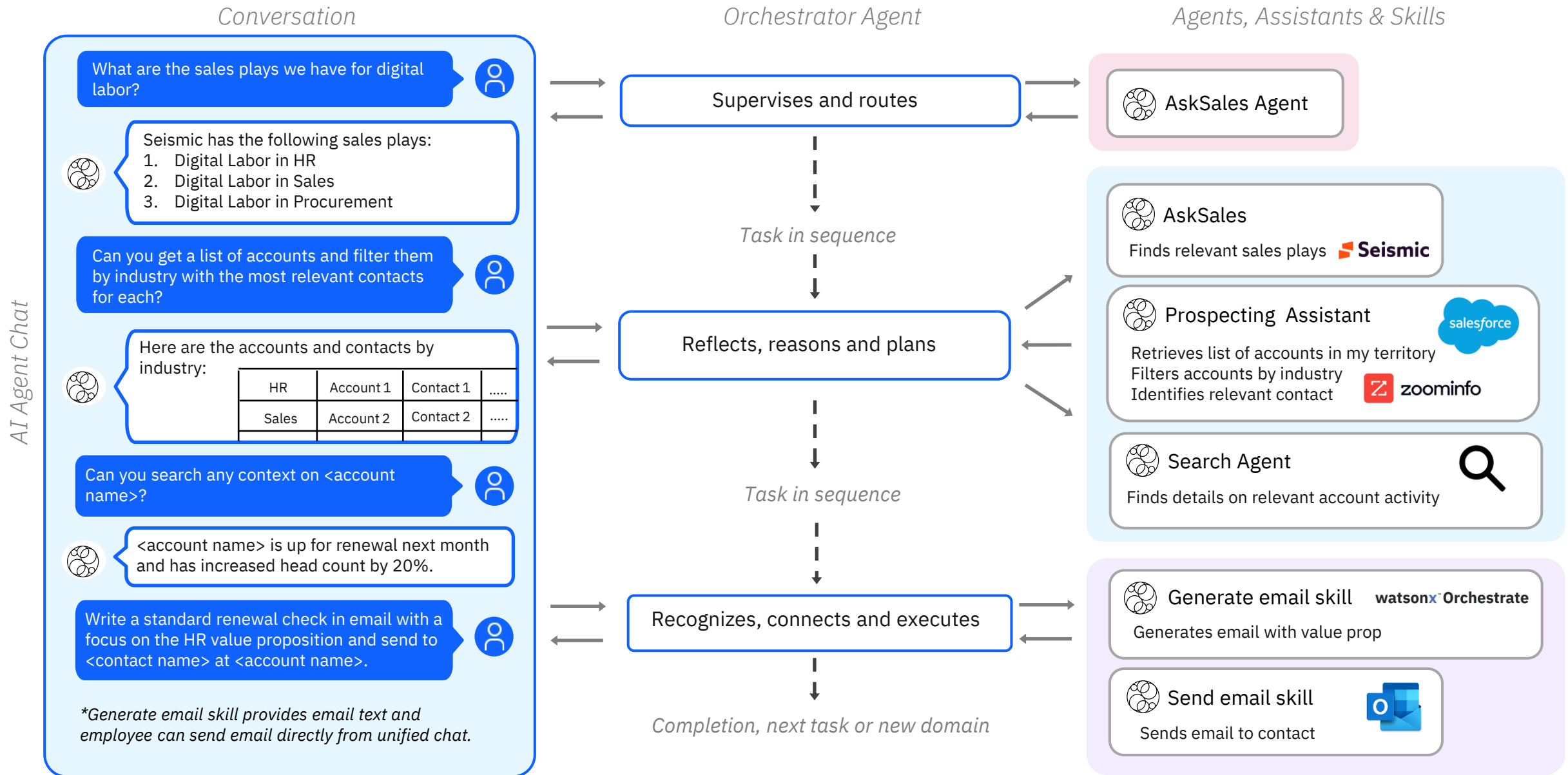
---> *Next use case /domain*

Orchestrator Agent

Agent Orchestration Example Use Case: Employee Support



Agent Orchestration Example Use Case: Sales Prospecting



The Benefits of Agent Orchestration



Call the most relevant agents and tools for your use case through LLM-routing



Switch seamlessly between conversational and structured tasks from a single user interface



Grow in line with changing needs and expand functionality based on evolving requirements



Customize and access multiple models for solutions tailored to enterprise needs



Interact with multiple AI assistants simultaneously for more dynamic workflows



Streamline operations and erase manual effort with API connectors and decision automation



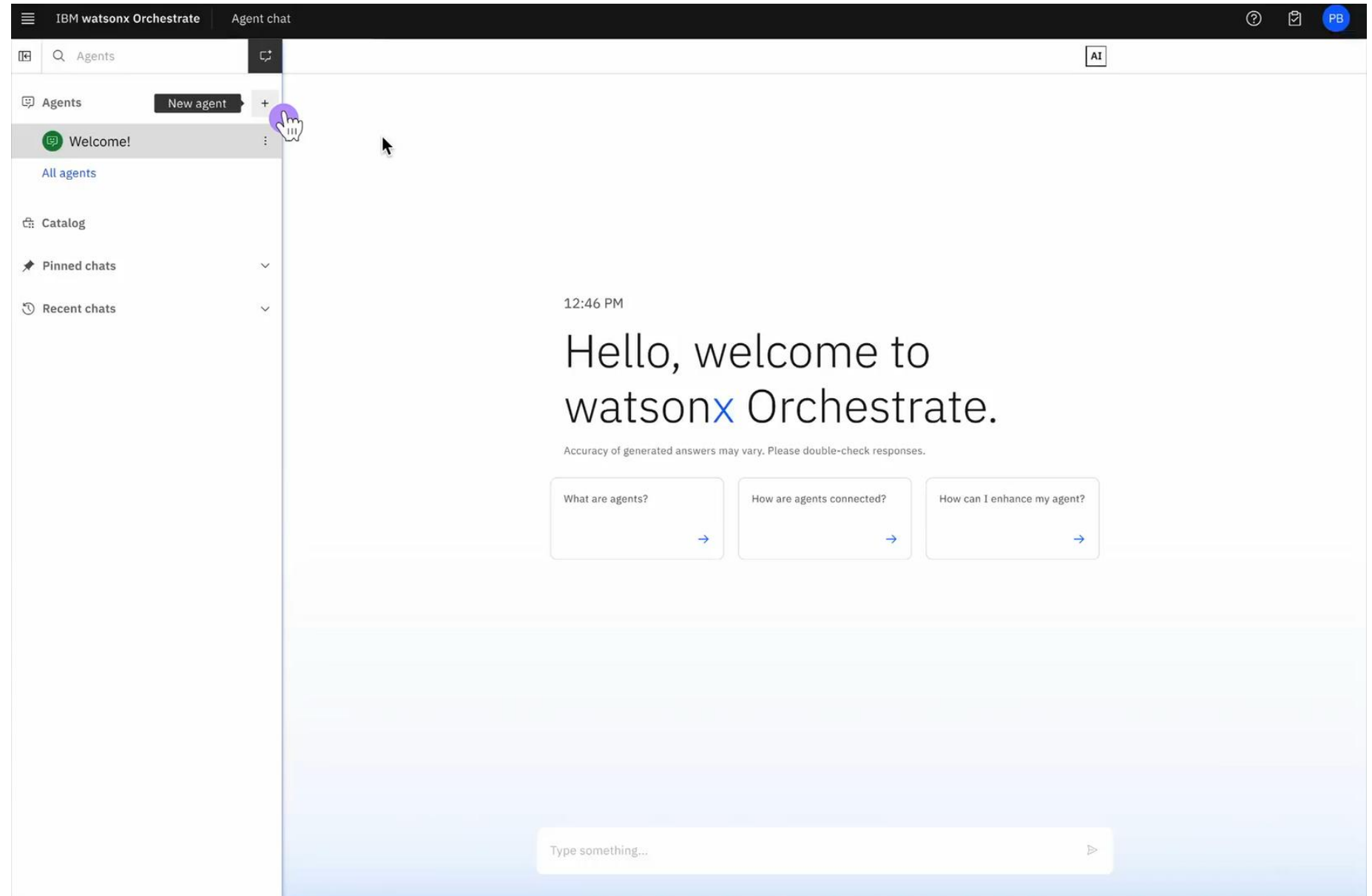
Maximize and augment existing AI investments with generative AI and intelligent automation



Embed into websites and apps to enhancing collaboration and customer experience

Agent Builder Studio announcing at Think

A no-code agent and tools builder studio that unifies all builder experiences in Orchestrate into a single, simplified experience.



watsonx Orchestrate new agent & tool catalog experience

Discover and use everything you need effortlessly with the Catalog

The catalog offers agents and thousands of Tools to help you efficiently accomplish your tasks.

Q

Search "Agents or Tools"

Type

☐ Agents

☐ Tools

Categories

HR

IT

Procurement

Productivity

Sales

Apps

Q

Search for app names

☐ Amazon

☐ AWS

☐ Asana

☐ Box

☐ Cisco

☐ Dropbox

☐ GitHub

Agents

A specialized Agent focused on executing specific tasks using a defined set of Tools and domain knowledge. Select an Agent to see their details.

View all

→

Compensation

Tools focused on sourcing and hiring top talent to meet organizational needs, ensuring role alignment.

10 Tools

By : IBM

HR

IT Support & Helpdesk

Provides technical assistance to resolve software, hardware, and network issues for employees or customers.

23 Tools

By : IBM

IT

Inventory Management

Monitors stock levels and coordinates with suppliers to ensure adequate supply without overstocking.

2 Tools

By : IBM

Procurement

Performance evaluator

Automates performance tracking, review scheduling, and provides insights to help align employee goals with company objectives.

12 Tools

By : IBM

HR

Infrastructure management

Manages and maintains the organisation's IT infrastructure, including servers, networks, and data centres.

12 Tools

By : IBM

IT

Benefits administration

Manages employee benefits like health insurance, retirement plans, and wellness programs.

20 Tools

By : IBM

HR

Tools

A Tool is a capability that can be used to start specific actions or retrieve information. Select a tool to see its details.

View all

→

View current compensation details

Shows package of financial and non-financial benefits provided by an employer to an employee

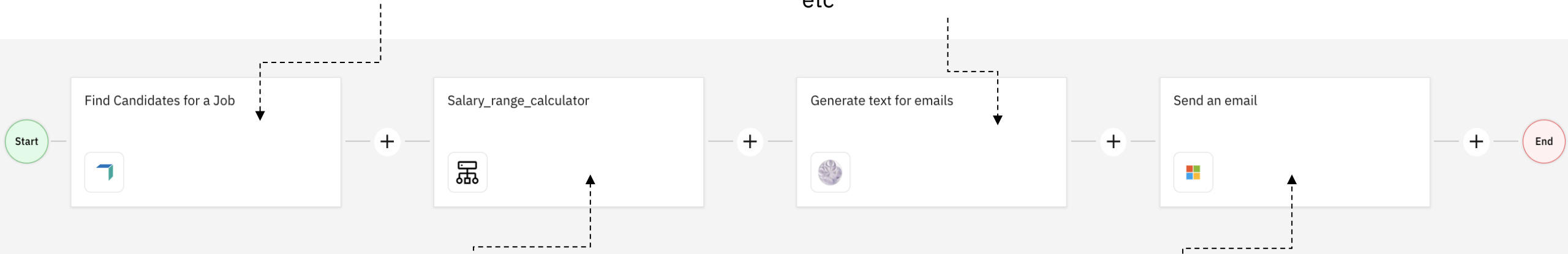
SAP

Screen candidate resumes

Tools codify the workflow designed to fast-track users through complex tasks

Apps: tools can invoke pre-built and new applications to retrieve data or transact on behalf of the user

Gen AI: users can accomplish tasks leaning on LLMs to generate, summarize, classify, predict etc



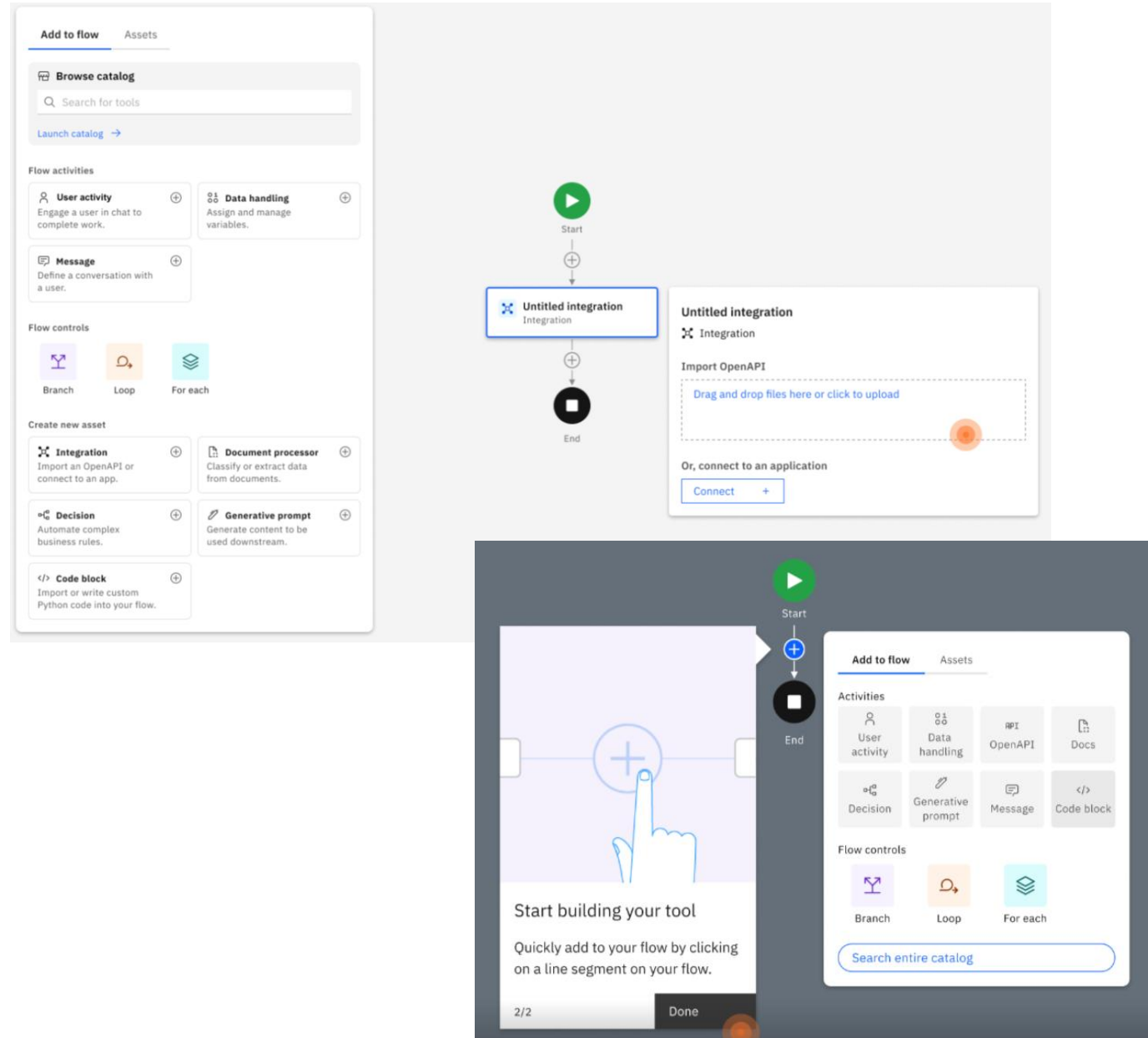
Automations: builders can infuse business logic via decision and workflow-based automations

Pre-built Apps: users can invoke a variety of different applications to orchestrate how job gets fulfilled

watsonx Orchestrate's new tool & workflow capabilities

Within the no-code Agent Builder users will be able to:

- Add tools from the tool catalog
- Add other agents as collaborator agents
- Create custom tools by importing APIs & Python code
- String together flows that combine tools & user activities in sequence to a pre-defined outcome
- Accommodate for single user, ad-hoc & multi-user scenarios
- Deploy use cases that require human-in the loop for document processing, manual review & approvals



Build AI agents with a low code SDK approach

Enterprise teams and developers can build expert agents with the Agent Development Kit (ADK)

Full support for SDLC via GitOps and CI/CD integration

Agents

Agents are used to orchestrate tools and other agents to perform complex tasks defined by the user. In Orchestrate, agents are available to users through a conversational interface, both through a UI client and through an API for direct integration. As Orchestrate is focused on empowering business teams, our agent framework is designed to be easy to use and understand for non-technical users and developers alike and supports both declarative and programmatic agent creation. The same components that are provided in the SDK are also used by the no-code Agent Builder UI (planned for public preview in Q2 2025).

Here is an example of an Agent:

```
# research_agent.py
from ibm_watsonx_orchestrate.agent_builder.agents import Agent
from ibm_watsonx_orchestrate.agent_builder.tools import tool
from .tools import web_search

research_agent = Agent(
    name="research_agent",
    # The description will be used by Orchestrate to help it decide which
    description="A Research Assistant which can query the web to help the user",
    instructions="Use the tools provided to answer the user's question.",
    tools=[web_search],
)
```

They can also be defined in the equivalent YAML or JSON format:

```
# research_agent.yaml
spec_version: v1
kind: native
style: default
name: research_agent
description: A Research Assistant which can query the web to help the user
llm: watsonx/ibm/granite-3-2-8b-instruct
tools:
- web_search
```

The Orchestrate CLI can import an Expert Agents with the following command:

```
orchestrate agents import --file research_agent.yaml
```

IBM watsonx Orchestrate

Agents

crm_agent

research_agent

sales_prospecting_agent

travel_planner_2

Chat

Active chat

Create a table with all my accounts
Just now

Recent

What are agents?
Yesterday

List my accounts in the ...
Yesterday

List my accounts
Yesterday

What happened in the sto...
Yesterday

List my accounts
Yesterday

What are some fun places...
2 hours ago

List my accounts in the ...
Yesterday

What happened in the US ...
Yesterday

Look up the weather in S...
Yesterday

List my accounts
Yesterday

You 11:37 AM

Create a table with all my accounts

watsonx 11:37 AM

Here is the table with the account information:

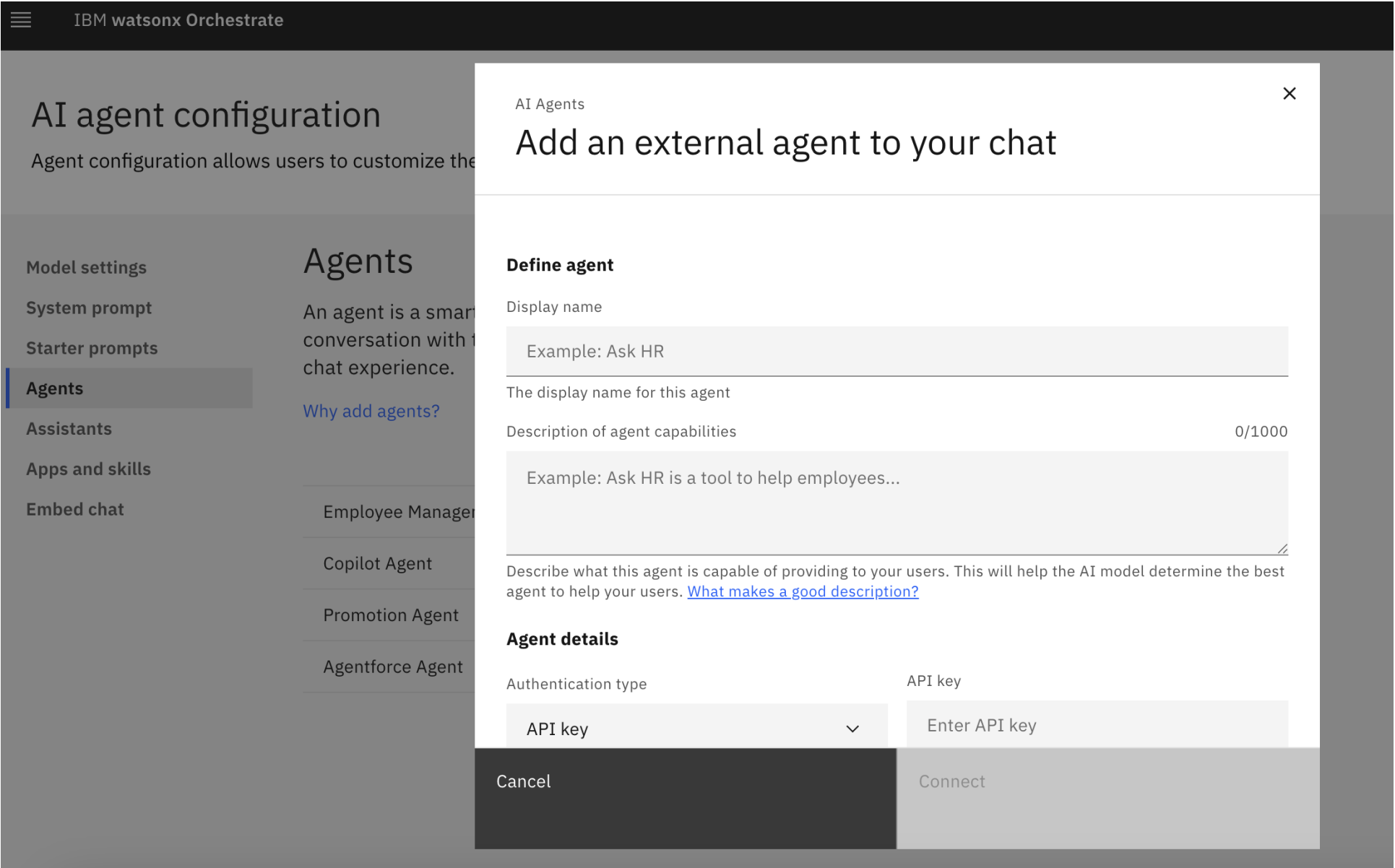
Id	Name	Industry
001bm0000HglevAAB	Edge Communications	Electronics
001bm0000HglewAAB	Burlington Textiles Corp of America	Apparel
001bm0000HglexAAB	Pyramid Construction Inc.	Construction
001bm0000HgleyAAB	Dickenson plc	Consulting
001bm0000HglezAAB	Grand Hotels & Resorts Ltd	Hospitality
001bm0000Hgf0AAB	United Oil & Gas Corp.	Energy
001bm0000Hgf1AAB	Express Logistics and Transport	Transportation
001bm0000Hgf2AAB	University of Arizona	Education
001bm0000Hh9r3AAB	United Oil & Gas, UK	Energy
001bm0000Hh9r4AAB	United Oil & Gas, Singapore	Energy
001bm0000Hh9r5AAB	GenePoint	Biotechnology
001bm0000Hh9r6AAB	sForce	
001bm0000HhEYzAAN	Sample Account for Entitlements	
001bm0000VeuNIAAN	Green Tree Energy	Energy
001bm0000mUEuIAAG	Unlimited Inc	Biotechnology

How did I get this response? ▾

Type something...

Use existing AI agents

Enterprises can add existing AI agents they built in watsonx.ai or 3rd party developer studios.





AI

Assistants



AskProcurement



DigitalSales



EmployeeServiceAgent



HealthInsuranceAgent



ResearchAgent



SalesAgent



WXA4Z



☀ Good Evening 5:49 PM

Hello, welcome to
watsonX Orchestrate.

Help me send an email
Understand AI capabilities with
the help of AI Assistant.



Hello, How are you?
Understand AI capabilities with
the help of AI Assistant.



Good morning, What day is
today?
Understand AI capabilities with
the help of AI Assistant.



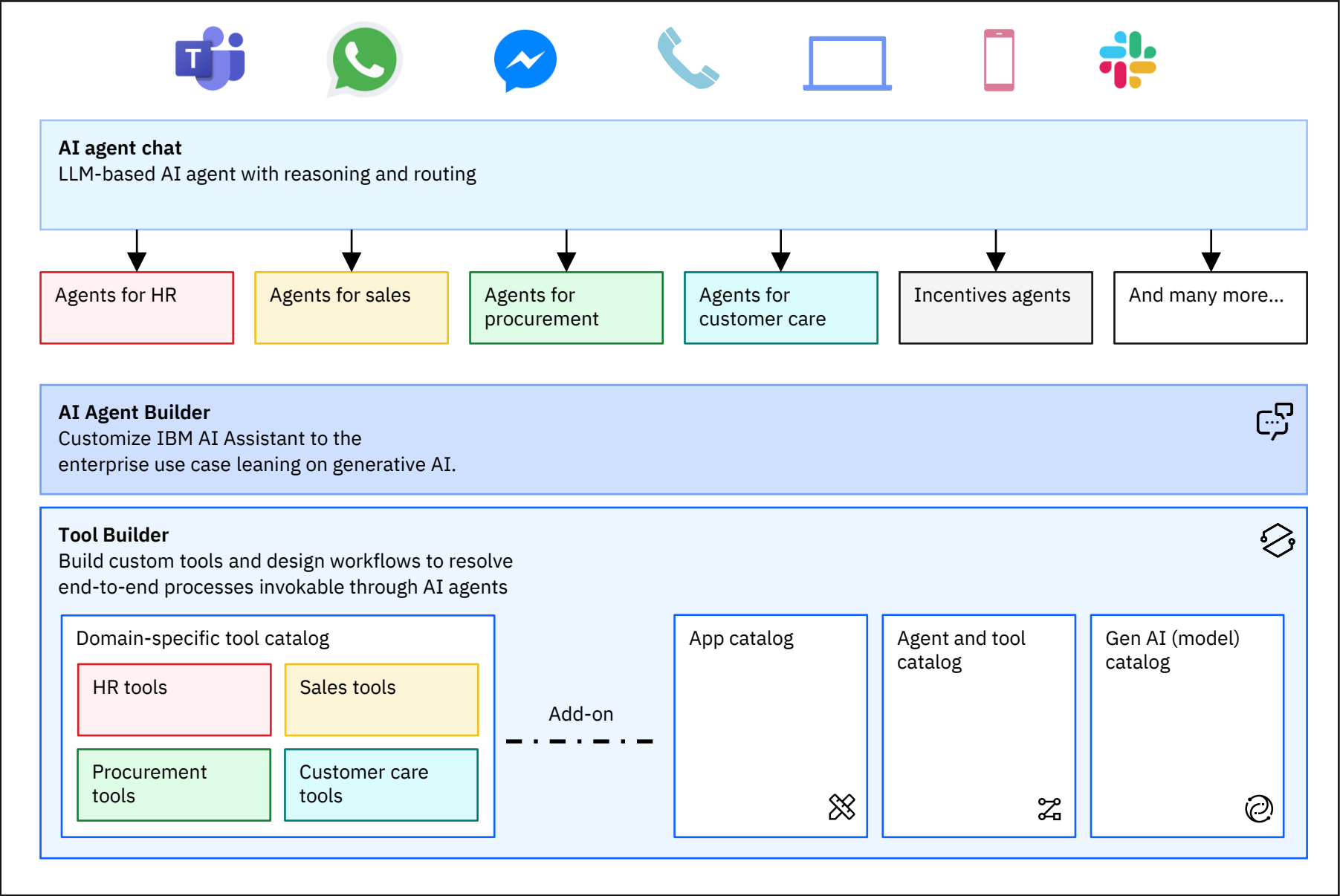
Type something...



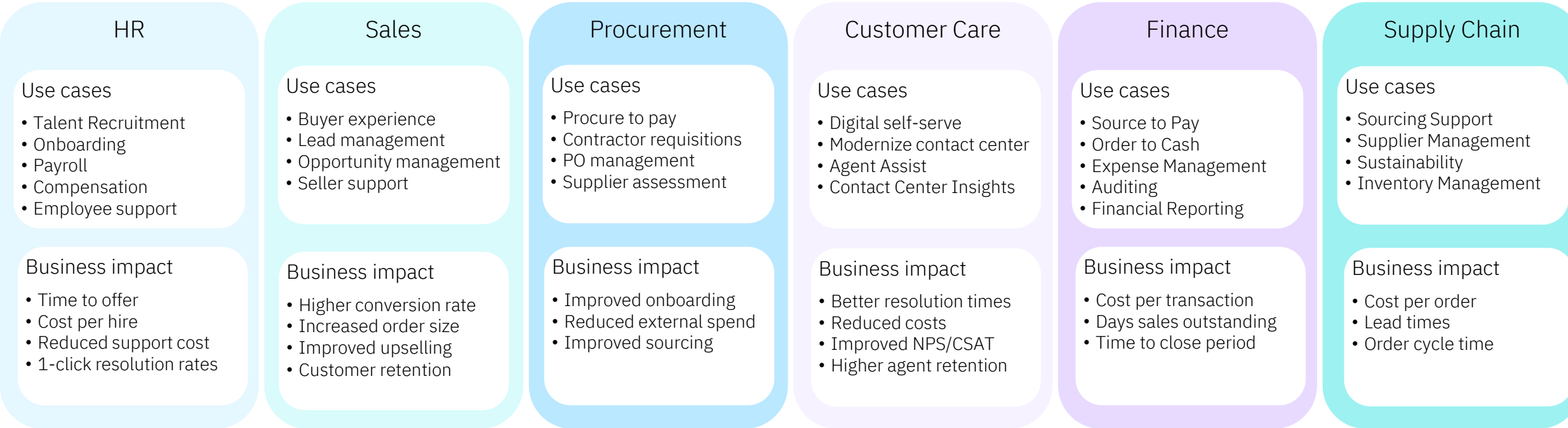
Prebuilt domain agents for business powered by watsonx Orchestrate

Accelerate AI agent deployment to realize quick time to value

Get started quickly with prebuilt AI agents for business powered with enterprise business logic and domain-driven design.



IBM's focus: AI Agents to digitize labor



watsonx Orchestrate

CONVERSATIONAL | ORCHESTRATES SKILLS | CONTEXTUALIZED
OMNI-CHANNEL | MULTI-CLOUD

Generative AI Skills
watsonx™ CLASSIFY | GENERATE | SUMMARIZE | EXTRACT

Knowledge Skills
SEMANTIC SEARCH | VECTOR DB

Automation Skills
RPA | WORKFLOW | DECISION | DISCOVER EXISTING

INTEGRATIONS

GENESYS

NICE CXone

twilio

Marketo™ An Adobe Company

salesforce

SurveyMonkey

Salesloft

coupa

servicenow

box

elastic

dun & bradstreet

SAP Ariba

IBM Planning Analytics









ORACLE

thisway

























W

SAP SuccessFactors

Starting with HR, leaning on IBM's 7+ years of experience




Agents	EMPLOYEE SUPPORT private preview			TALENT ACQUISITION Coming in 2025			ONBOARDING Coming in 2025		
ROI	33K hours saved by self-serviced queries ⁷	61% reduction in tickets raised ⁸	\$5M improvement in productivity ⁹	84% decrease in time to hire ¹	30% increase in hires per month ²	30% decrease in year 1 turnover ³	12K hours saved for learning admins ⁴	10% decrease in errors from manual work ⁵	88% reduction in onboard forms completion ⁶
Flows	<ul style="list-style-type: none">• Time off management• Employee management• Profile management• Support• Employee verification• Benefits• Compensation			<ul style="list-style-type: none">• Create job requisition• Find candidates for job requisition• Schedule interview for a candidate• Interview transcript summarization• Email rejection letter to candidate• Create offer packages			<ul style="list-style-type: none">• Initiate pre-employment checks• Recommend learning for knowledge gaps• Initiate employee onboarding profile creation• Create IT requests		
Apps	<div>SAP SuccessFactors ORACLE HUMAN CAPITAL MANAGEMENT workday</div>			<div>SAP SuccessFactors ORACLE HUMAN CAPITAL MANAGEMENT thisway workday</div>			<div>SAP SuccessFactors ORACLE HUMAN CAPITAL MANAGEMENT servicenow workday</div>		

Next up expansion to the Sales Domain Agent

Agents	SALES ENABLEMENT			PROSPECTING SUPPORT			OPPORTUNITY MANAGEMENT		
ROI	9 hours gained back per week ¹	75% increase in productivity ²	174% increase in quarterly sales ³	2X increase in no. prospects reached ⁴	40% increase in quality of prospect list ⁵	30% improvement on quality of outreach ⁶	50% reduction in time setting up meetings ⁷	X% increase in productivity ¹	X% increase in productivity ¹
Flows	Product recommendation <ul style="list-style-type: none">• Get list of seller opportunities in territory [Salesforce]• List products relevant to opportunity [ZoomInfo]• Find digital assets e.g., demos [Seismic]• Compare product capabilities [watsonx.ai]• Summarize key selling points [watsonx.ai]			Prospect outreach <ul style="list-style-type: none">• View accounts associated with seller [Salesforce]• Retrieve contacts within prospects [ZoomInfo]• Cross-verify contact details [LinkedIn Sales Nav]• Create task for new contacts [Salesloft]• Generate email content [watsonx.ai]• Email prospect [Outlook]			Client Meeting Insights <ul style="list-style-type: none">• Download meeting transcript [Webex]• Summarize transcript [watsonx.ai]• Extract sentiment, action items, etc. [watsonx.ai]• Update comments in lead record [Salesforce]• Progress opportunity stage [Salesforce]• Share with account lead [Outlook]		
Apps	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>								

Start quickly with a Domain specific AI Agent

Choose a domain specific AI Agent that comes packaged with pre-built skills to accelerate the journey to launching an enterprise grade AI Agent

Private Preview	1H 2025	1H 2025	1H 2025
watsonx Agents for HR Transform HR functions & employee self-serve. Market: \$48.2B <ul style="list-style-type: none">- Employee support- Talent acquisition- Expense Management <ul style="list-style-type: none">- IBM BPO- IBM Client 0- 50+ customers 	watsonx Agents for Sales Boost sales performance and augment buyer exp. Market: \$12.9B. <ul style="list-style-type: none">- Sales enablement- Prospecting support- Opportunity mgmt.. <ul style="list-style-type: none">- IBM BPO- IBM Client 0 	watsonx Agents for Procurement Augment agility via AI-driven digitization of tasks. Market: \$10B. <ul style="list-style-type: none">• Supplier assessment (w/ D&B data)- Source to pay- Procurement insights <ul style="list-style-type: none">- IBM BPO- IBM Client 0- D&B partnership 	watsonx Agents for Customer Care Transform CX & enable customers to self serve. Market: \$13.2B <ul style="list-style-type: none">- Customer self-serve- Modernize call center- Contact center insights- Agent assist <ul style="list-style-type: none">- 1000+ customers- IBM Client 0 

IBM as client zero – Driving enterprise productivity with AI Agents

75%

improvement in **HR**
productivity with over 12
AI Assistants

83%

improvement in time to
resolve **Sales** inquiries

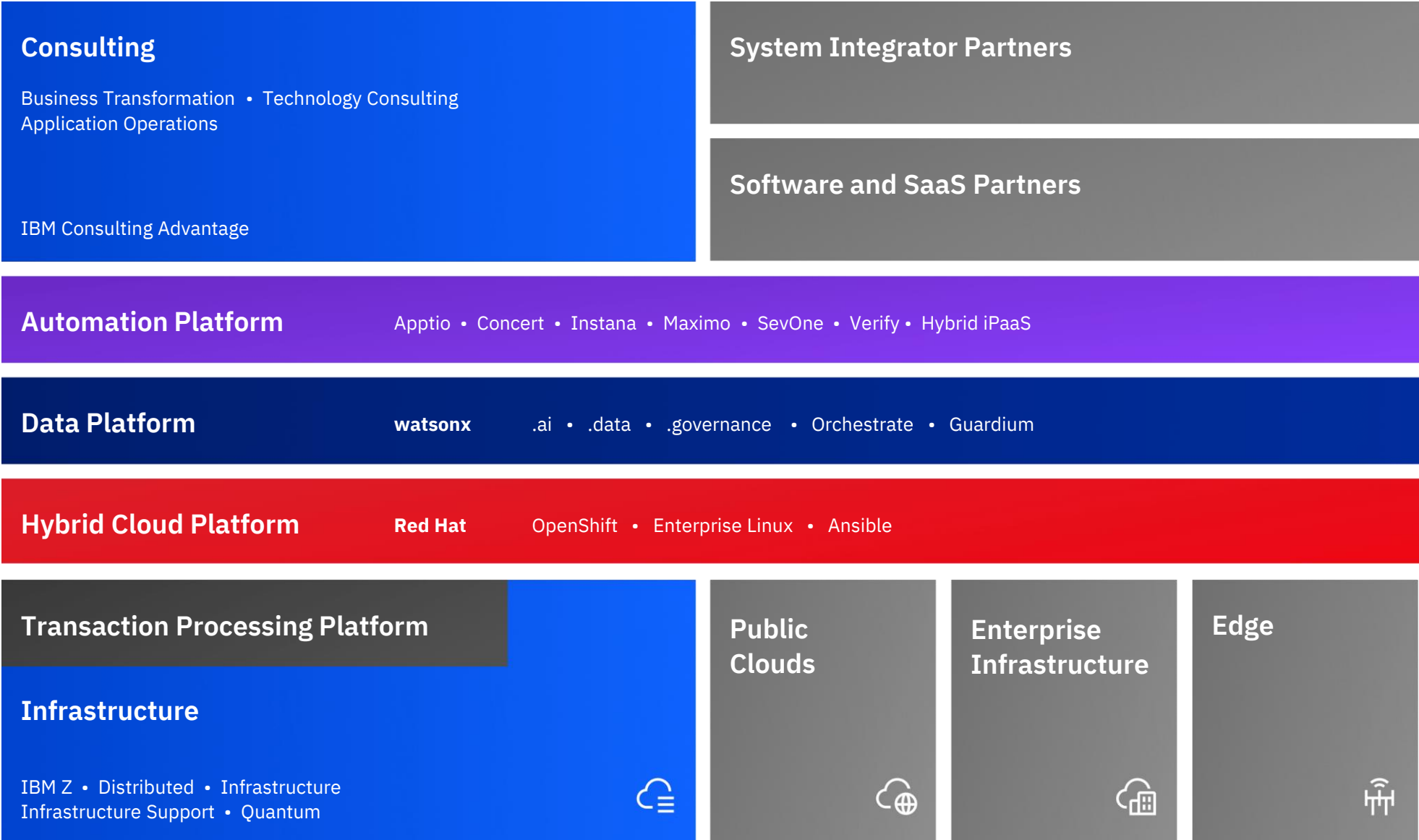
26K hrs

Estimated time saved every
year for all procurement users

50%

Reduction in ticket volumes
since launch of **AskIT** serving
400K total users

Today's IBM



Why IBM watsonx for scaling enterprise AI to drive productivity

Open

- Offers choice to train the right foundation models, including open-source models, and the choice of data, tools, and frameworks to achieve desired business outcomes.
- Run AI wherever the business needs to, across any cloud, at scale.

Trusted

- Built with open and transparent technology to give enterprises confidence in their AI and meet regulatory compliance demands.
- Responsible AI and protected data backed by enterprise governance and security controls.

Integrated

- Integrates technology seamlessly into existing infrastructures, systems, and processes with choice of cloud to transform the enterprise and drive productivity from within.
- Embedded AI for targeted use cases that drives enterprise scale productivity.

Get started with IBM watsonx Orchestrate today

Client briefing

Discussion and custom demonstration of IBM's AI solutions



[Link →](#)

Book a meeting

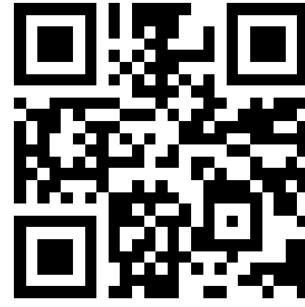
Request a meeting and personalized demo with an IBM seller



[Link →](#)

Start a free trial

Sign up for a 30-day free trial of watsonx Orchestrate



[Link →](#)

Join the waitlist

Sign up for early access to AI Agents for Business



[Link →](#)