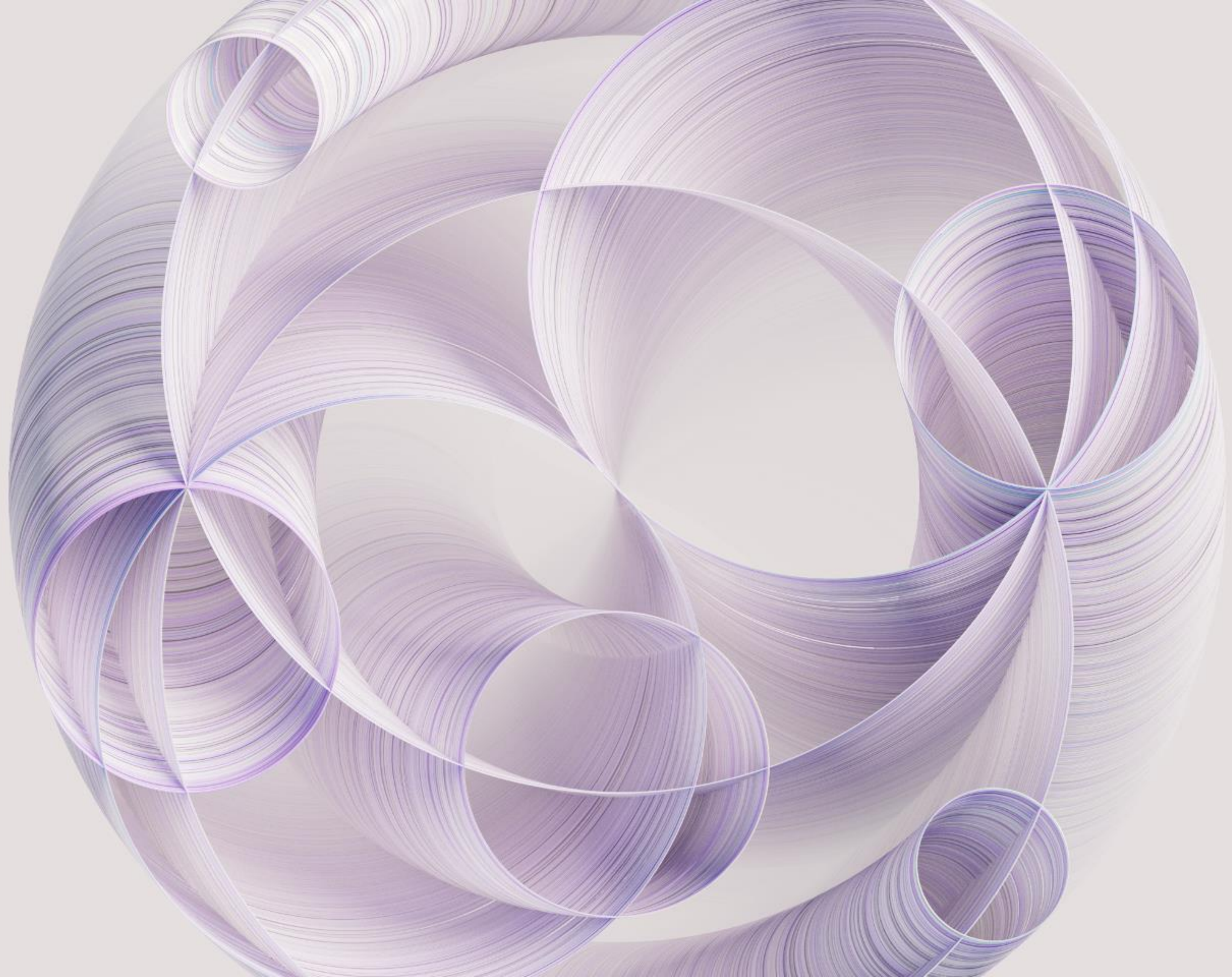


# IBM's vision for agentic AI

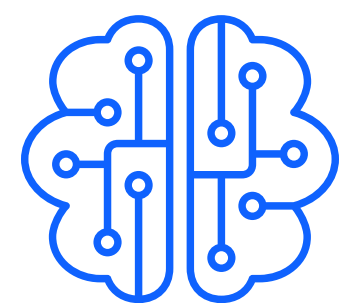
The future of AI is about  
agency and productivity





AI capabilities are growing rapidly

AI that predicts



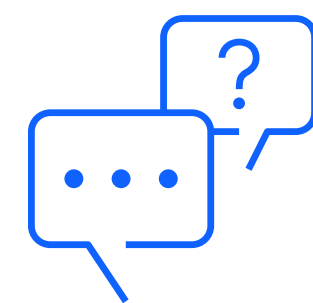
*Machine learning*

AI that creates



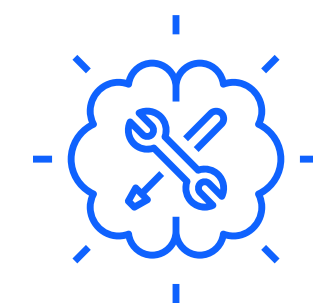
*Generative AI*

AI that chats



*AI assistants*

AI that does work



*AI agents*

With agentic AI,  
today's front-end  
systems will become  
back-end systems.

# AI agents will drive the next wave of knowledge worker productivity

25%

decrease in time to complete tasks when using AI tools<sup>1</sup>

12%

more tasks completed in total with the help of AI tools<sup>1</sup>

40%

higher quality in work completed with AI tools<sup>1</sup>

By 2028, [1/3 of interactions](#) with generative AI will use autonomous agents for task completion.<sup>2</sup>

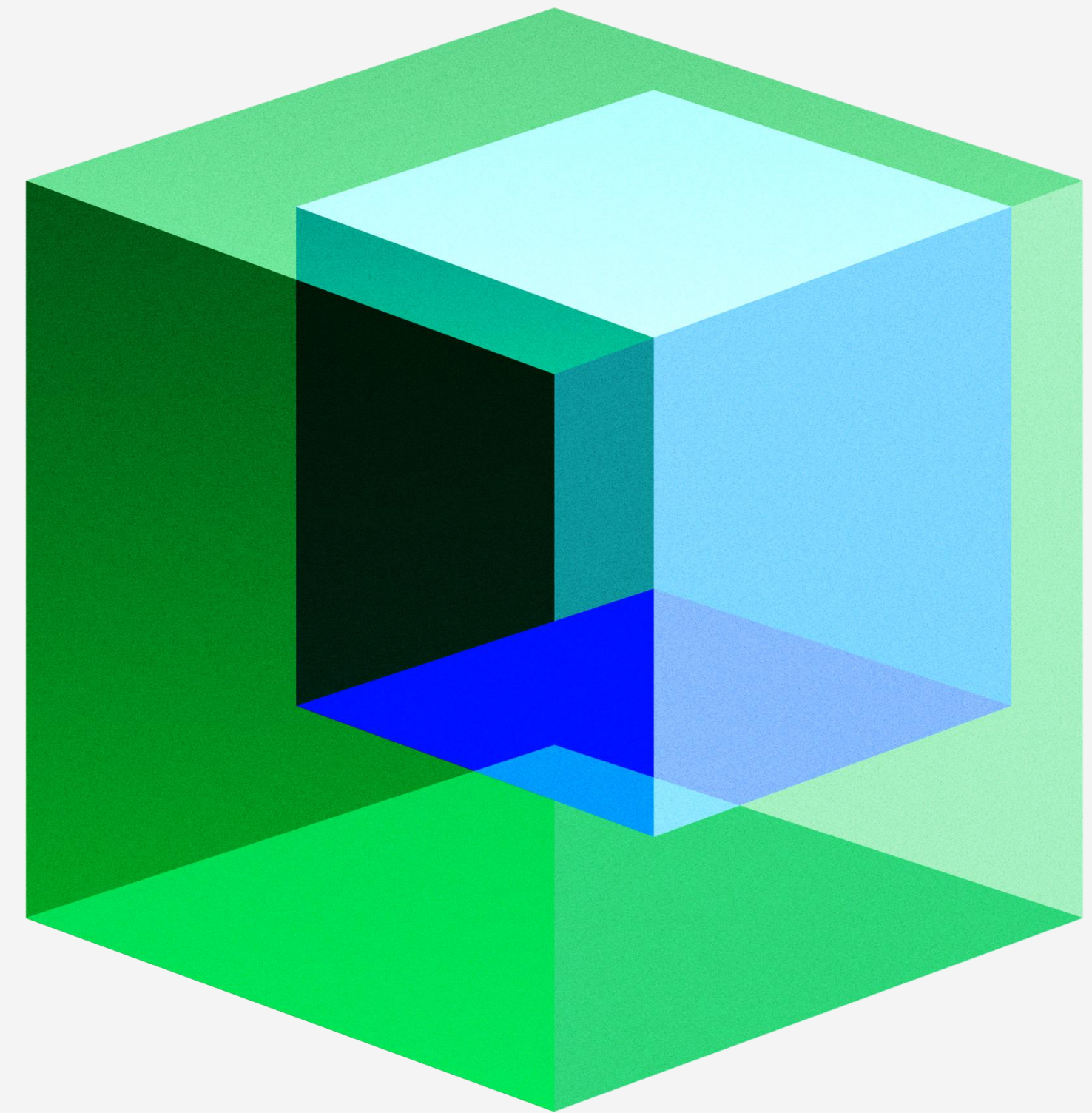
# IBM’s Client 0 story – use cases powered by **watsonx**

AskIBM A central unified interface for all IBMers, connecting to each domain assistant				
IBM AskHR with <b>watsonx</b>	IBM AskIT with <b>watsonx</b>	IBM AskSales with <b>watsonx</b>	IBM AskIncentives with <b>watsonx</b>	IBM Procurement with <b>watsonx</b> ...
<b>10M</b> Annual HR interactions fully resolved by AI	<b>100</b> Days to build + deploy AskIT from scratch	<b>180K</b> Hours per week saved in gathering account information and insights	<b>96%</b> Sales related inquiries contained within AI Assistant	<b>85%</b> Orders now processed via ‘touchless procurement’
<b>40%</b> Reduction of HR operating budget	<b>80%</b> Inquiries resolved via AskIT	<b>5K</b> Seller questions answers per week (product guidance and persona targeting)	<b>90%</b> Greater accuracy in expense accruals	<b>50%</b> Reduction in time spent on manual, repetitive tasks
<b>+55</b> Improvement of HR NPS score	<b>50%</b> Reduction in support tickets after 12 month deployment	<b>40%</b> Improvement in qualify of outreach content	<b>76%</b> Increase in productivity while serving 22k sellers	<b>15%</b> Enterprise workforce comprised of contractors

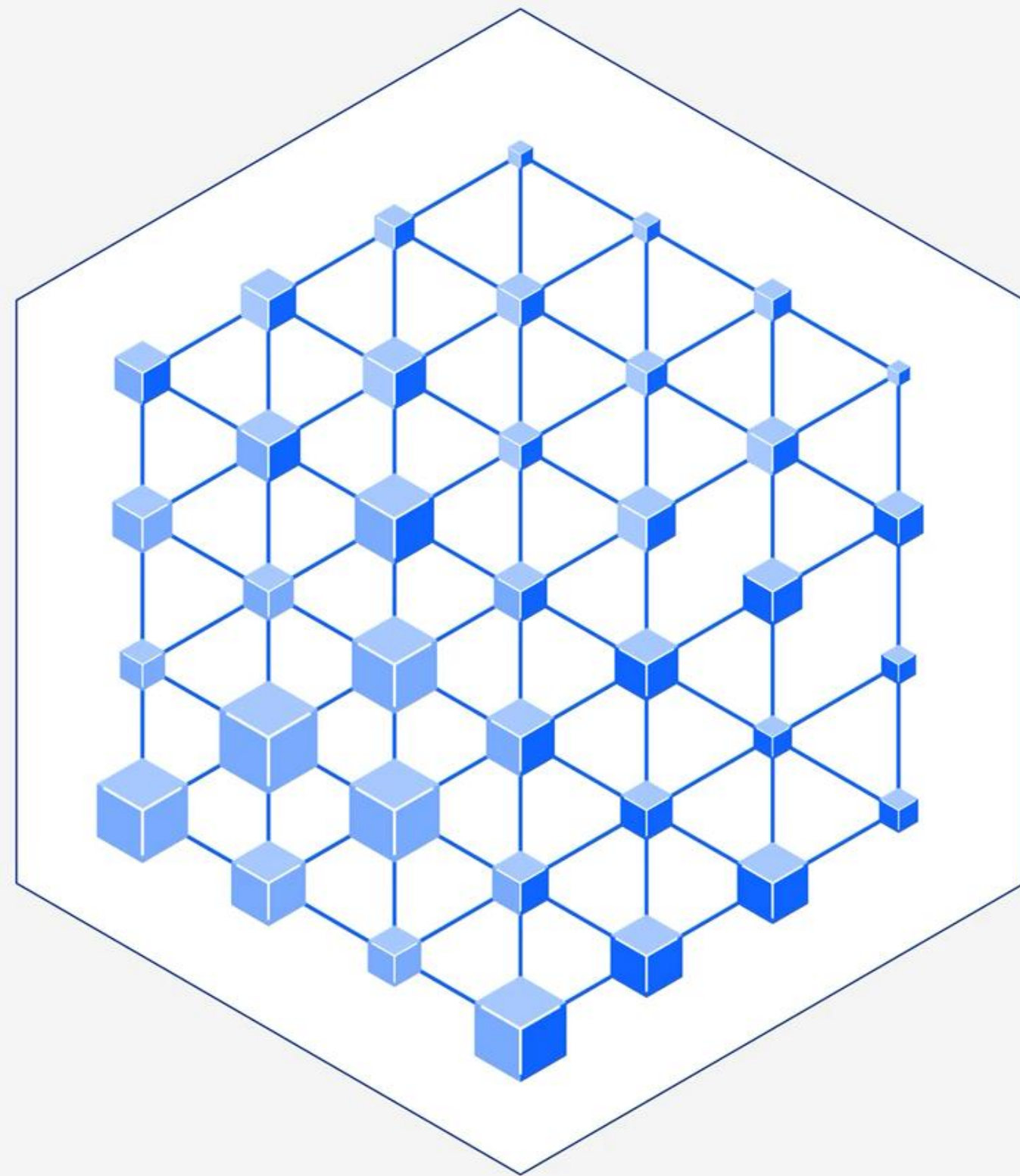
# What is an AI agent?

An AI agent is an application that **acts autonomously** to **understand, plan, and execute a request** (from a human or another agent).

AI agents use LLMs to reason and can interface with tools, other models, and other IT systems to **fulfill user goals**.







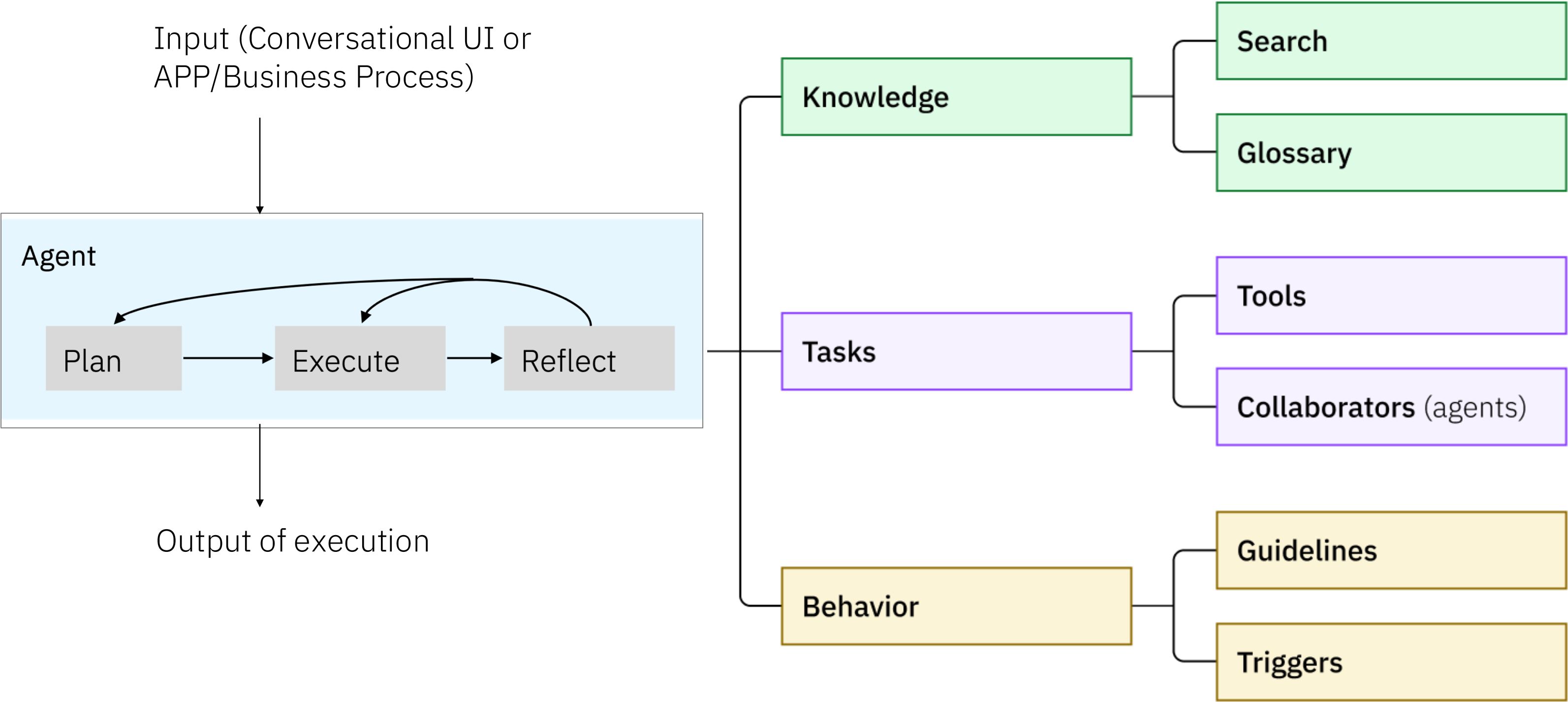
# What is agentic AI?

Agentic AI is a **framework for accomplishing goals** with limited supervision that **consists of AI agents**.

In multiagent systems, **each agent performs a specific subtask** that's required to reach the goal.

# AI Agents

An AI agent is an **autonomous** system that can use **tools** and collaborate with other agents to **plan** and **act** on tasks. After it acts, the agent **reflects** on the results of its actions, learning iteratively and refining its approach to better align with its defined objectives.

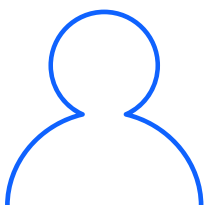


The Orchestrator Agent is a multi-agent, multi-tool supervisor, router, and planner, facilitating complex task execution



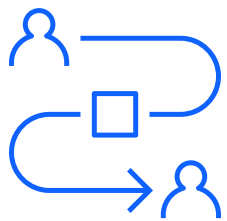
# AI agents will give knowledge workers superpowers

Transform enterprise functions



Knowledge workers

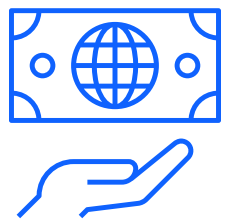
Empower knowledge workers



Customer care  
Customer self-service (ie. billing and returns)  
Proactive problem solving



Human resources  
Streamline recruiting processes  
Personalized career development



Marketing and sales  
Research prospects  
Personalized outreach campaigns  
Opportunity management



Procurement  
Online searches for the best values  
Simulate different sourcing scenarios  
Monitor global supplier performance



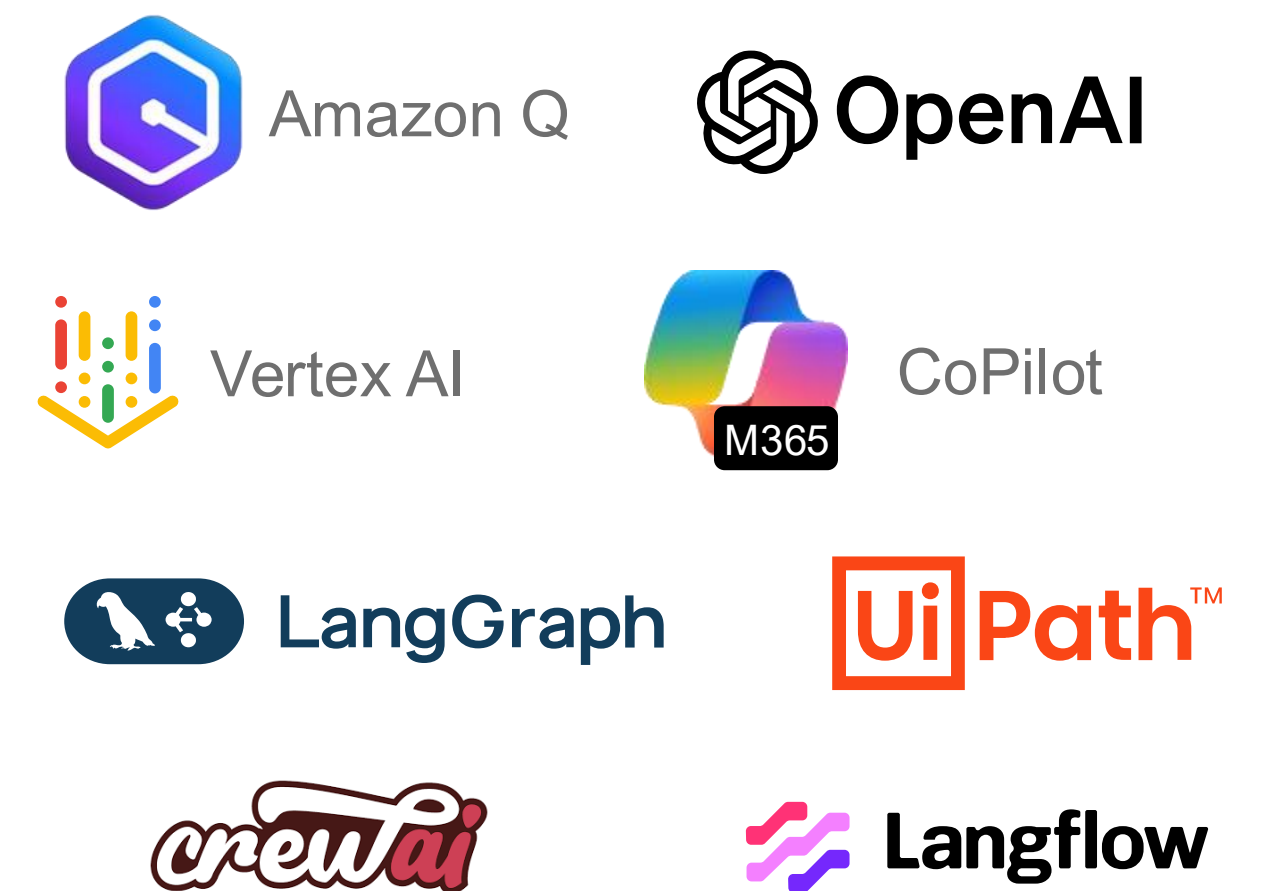
Software development  
Development workflow orchestration  
Autonomous testing and code validation

# AI agents are going to be everywhere

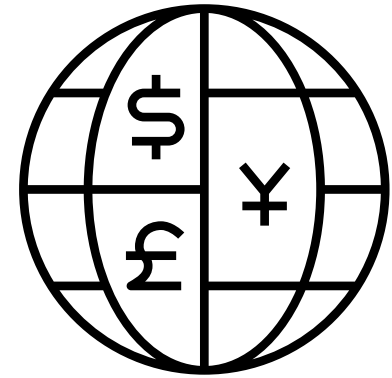


App-specific agents

Custom-built agent tools

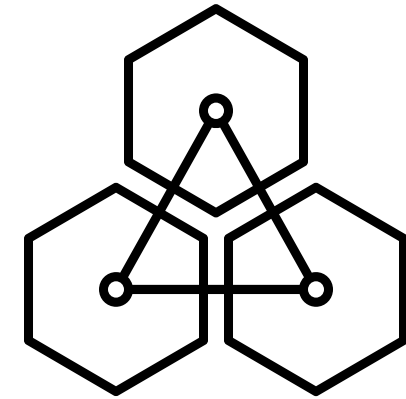


# Be deliberate about where you start and how you scale



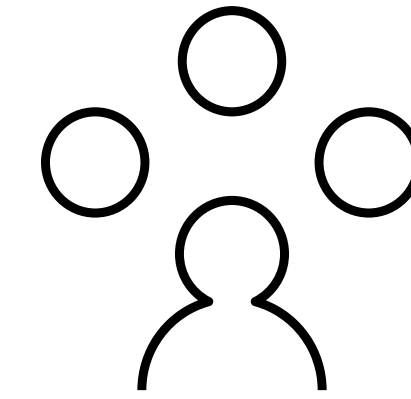
## Business Value

Ensuring tangible business value is being driven from agentic use cases is critical for success



## Across App Ecosystems

How do you build agents that work across multiple agentic application ecosystems



## Scaling on Day 2

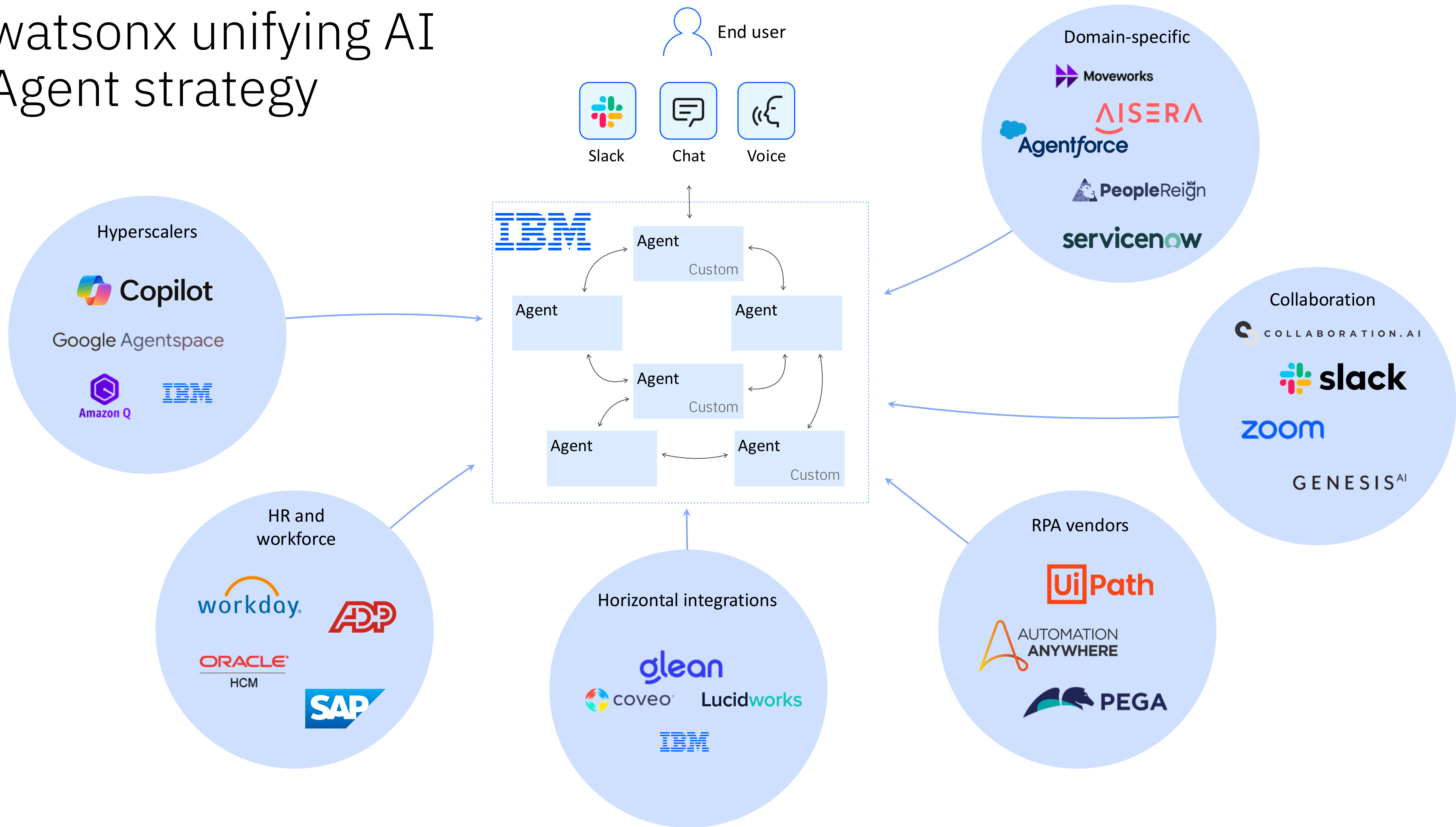
How do you ensure agent deployments are optimized, scale accurately, safely, and cost efficiently

# 38%

of workers share sensitive work information with AI tools without their employers' permission<sup>1</sup>



# watsonx unifying AI Agent strategy





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.



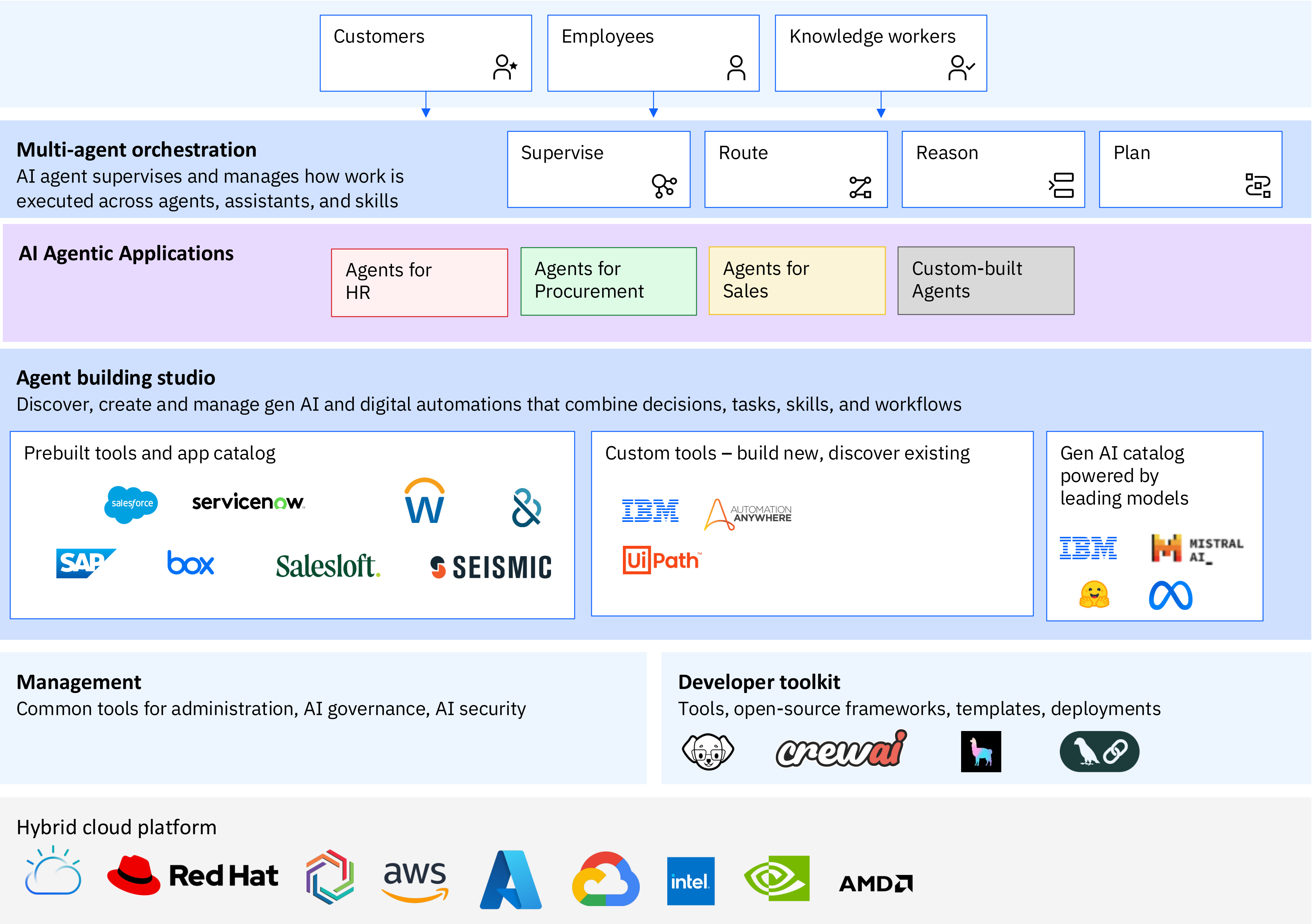
Good morning, What day is  
today?  
Understand AI capabilities with  
the help of AI Assistant.



Type something...



IBM’s architecture  
for a **scalable** and  
**responsible** agentic  
AI practice with  
watsonx





# IBM watsonx Agent Catalog

An enterprise catalog of pre-built domain agents and tools for sharing, reuse, and distribution

Coming soon at  
Think

IBM watsonx Orchestrate

English

?

CJ

Discover and use everything you need effortlessly with the Catalog

The catalog offers assistants, agents and thousands of skills to help you efficiently accomplish your tasks.

Q

Search "Assistants, Agents, or Skills"

Type

☐ Agents

☐ Tools

Categories

HR

IT

Procurement

Productivity

Sales

Apps

Q

Search for app names

☐ Amazon

☐ AWS

☐ Asana

☐ Box

☐ Cisco

☐ Dropbox

☐ GitHub

+56 more

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

→

Learning & Development

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 candidate-screening questions

Questions will be asked while interviewing each candidate.

Screen candidate resumes

Automatically scans and filters resumes based on specified criteria (keywords, skills, experience).

Access candidate skills

Provides pre-employment assessments to evaluate the skills, aptitude, and suitability of candidates.

Schedule interviews

Simplify interview scheduling with calendar apps

Can not find what you need? Explore our Studio and create something new!

Agent builder

→

IBM Data Platform | © 2025 IBM Corporation

# Strategy for AI agent building

## Use existing AI agents

Use existing agents available within the enterprise

Build on best-in-class agent frameworks and plug and play (external agents)

---

## Custom-build AI agents with simplified SDK

Technical teams can build custom-designed agents

Use the Agent Builder SDK to configure, customize and launch AI agents that can fulfill tasks.

---

## LoB users configure AI agents in no-code studio

Business teams can quickly configure AI agents

Quickly configure domain specific AI agents by connecting them to pre-built and custom tools tied to domain specific systems.

# Use existing AI agents

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

IBM watsonx Orchestrate

AI agent configuration

Agent configuration allows users to customize the

Model settings

System prompt

Starter prompts

Agents

Assistants

Apps and skills

Embed chat

Agents

An agent is a smart conversation with a chat experience.

[Why add agents?](#)

Employee Manager

Copilot Agent

Promotion Agent

Agentforce Agent

AI Agents

Add an external agent to your chat

Define agent

Display name

Example: Ask HR

The display name for this agent

Description of agent capabilities

0/1000

Example: Ask HR is a tool to help employees...

Describe what this agent is capable of providing to your users. This will help the AI model determine the best agent to help your users. [What makes a good description?](#)

Agent details

Authentication type

API key

API key

Enter API key

Cancel

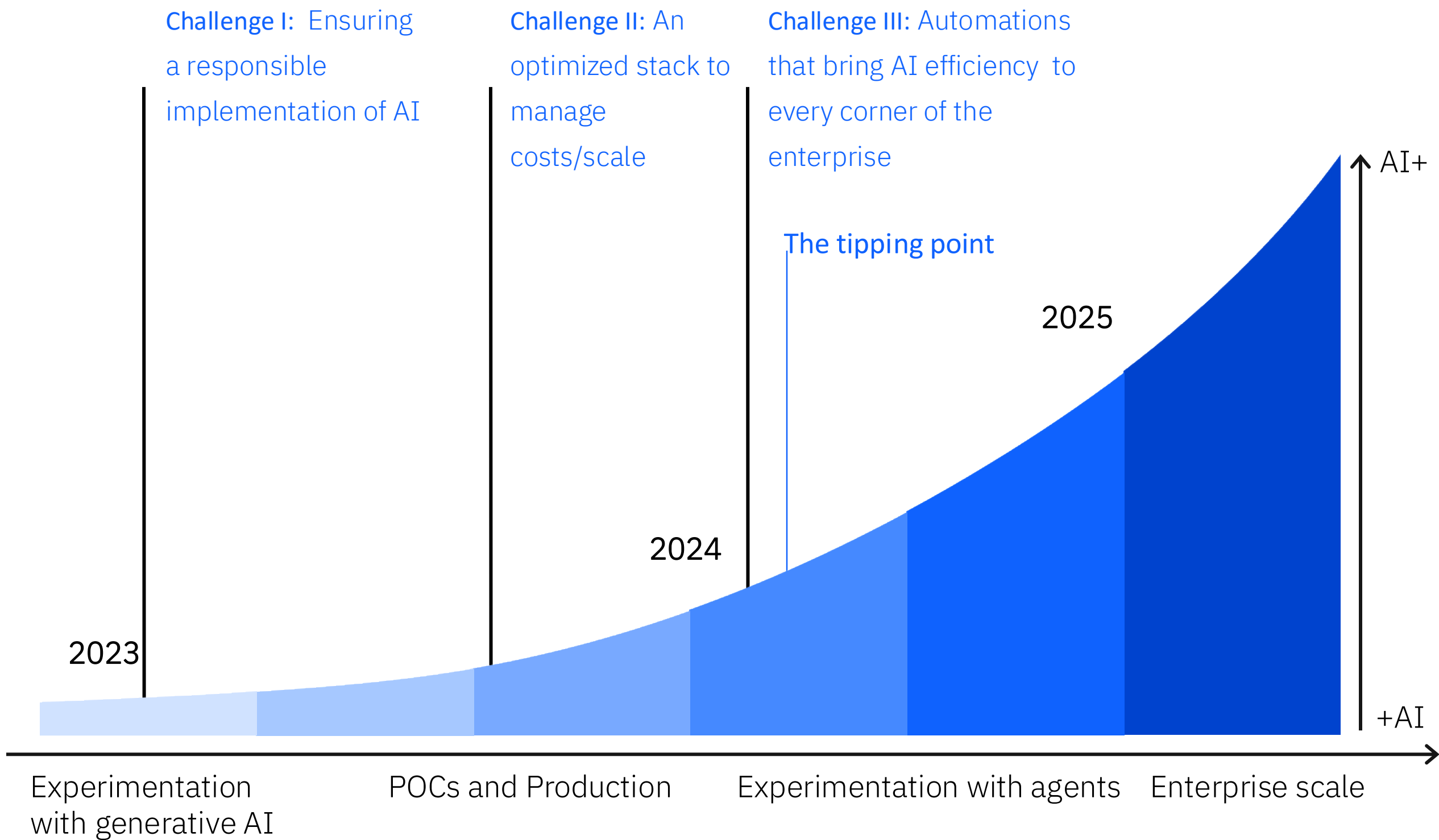
Connect

IBM Data Platform | © 2025 IBM Corporation



# The Need for AgentOps

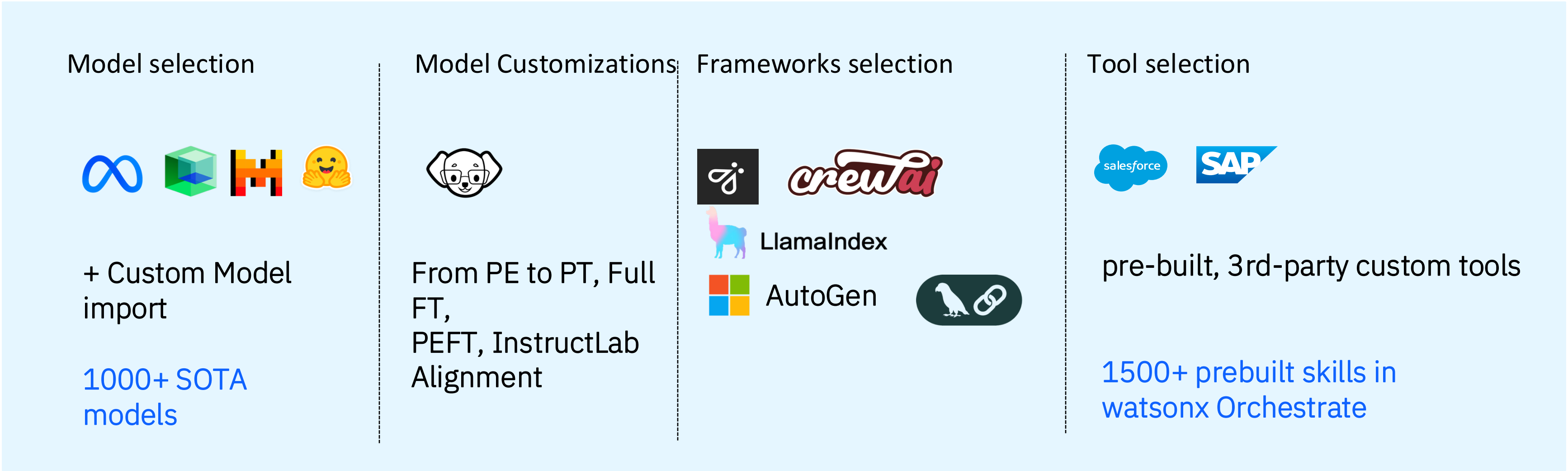
The market is evolving rapidly, and so are the **enterprise challenges**



Building performant, reliable and trustworthy agents requires **empowering the developers**



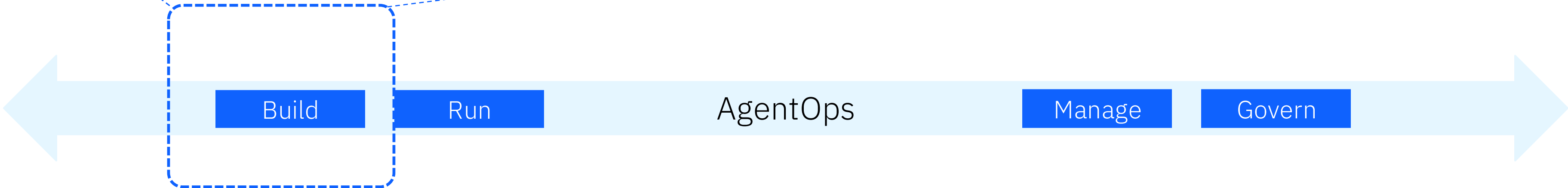
# Cost-Performance Optimizations with watsonx.ai



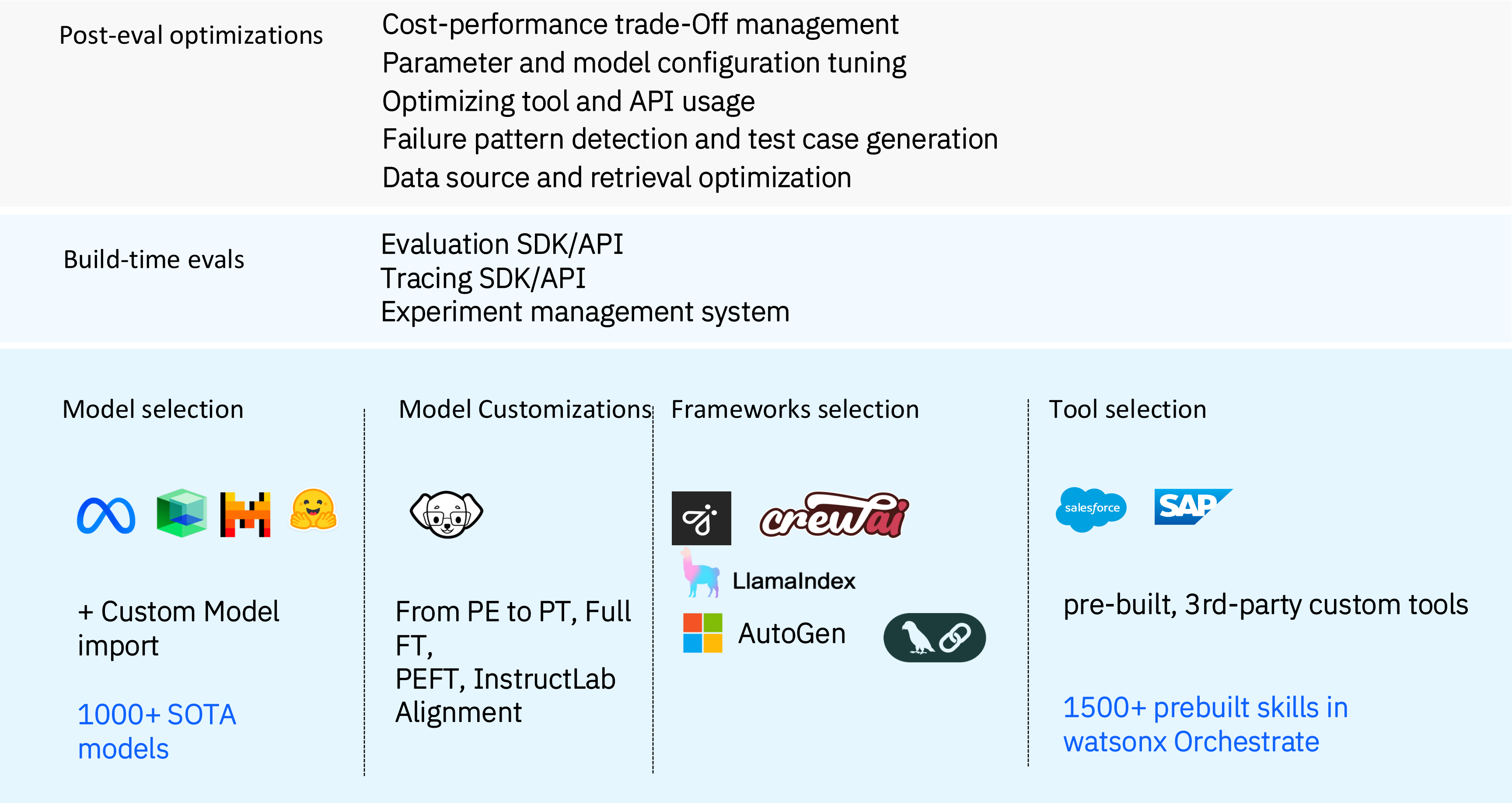
61%

of enterprises are building custom generative AI solutions

IBM32: Is your enterprise developing custom AI solutions or using pre-built solutions? Sample size: Enterprise AI Developers = 1,063n



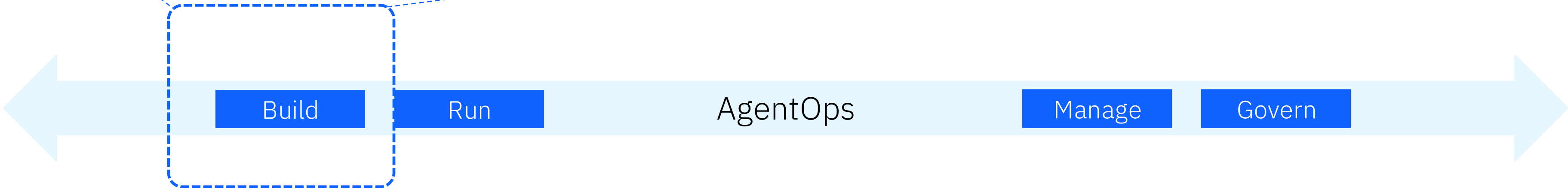
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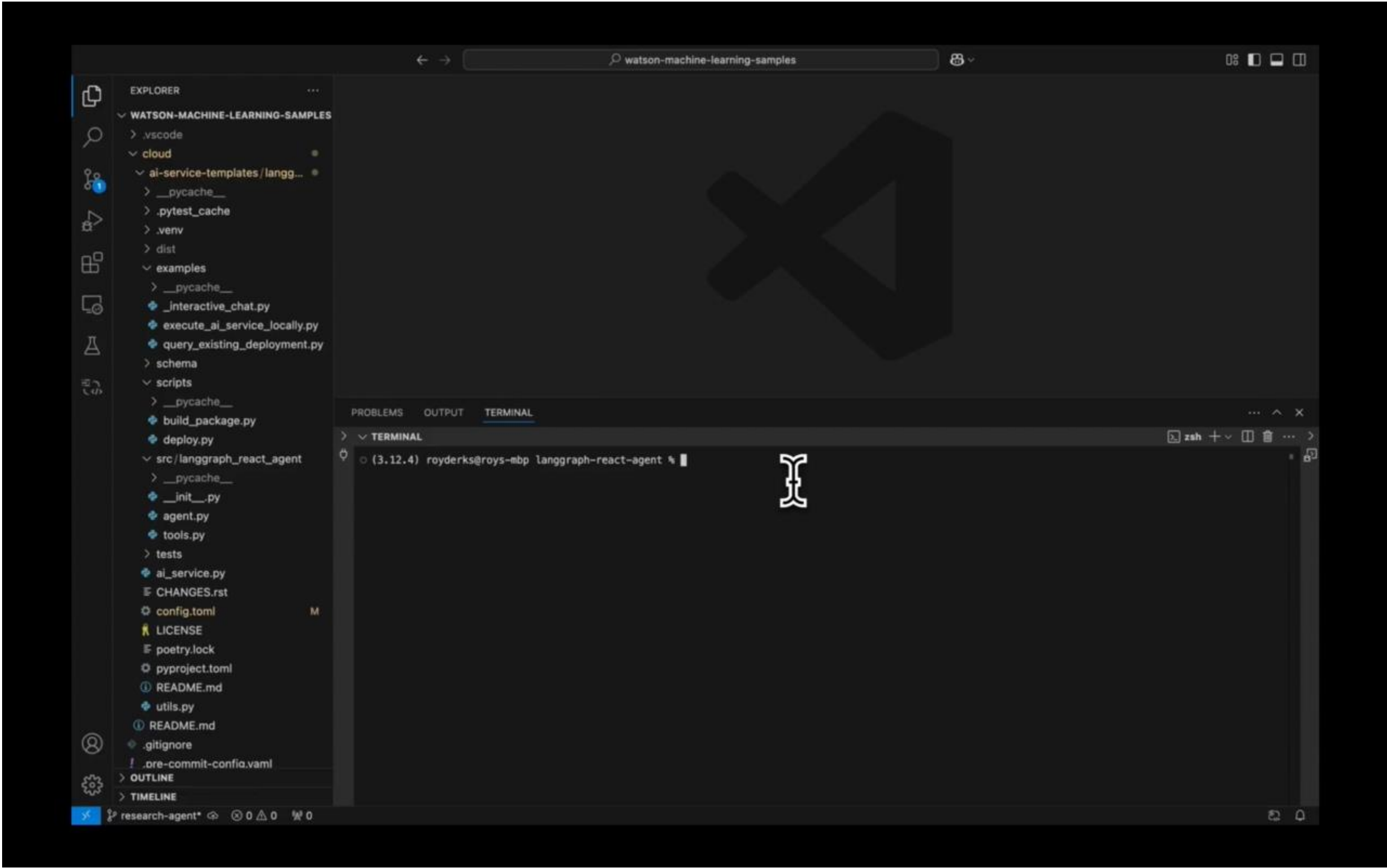


# Accelerated Deployment of Agents as Scalable, Production-Ready API Endpoints

watsonx.ai AI Services

One-click/single command deployment of services

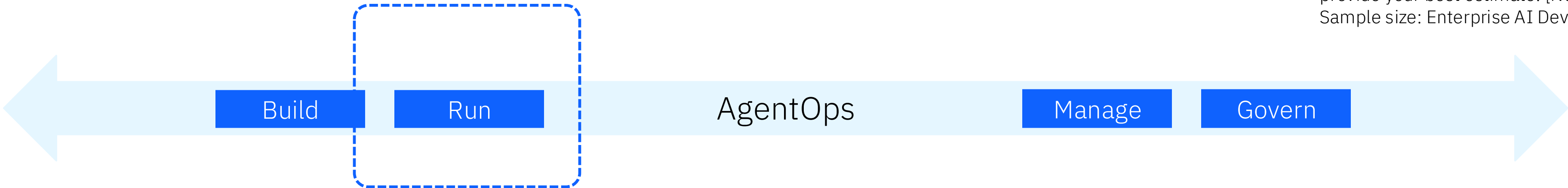
Production-ready API endpoint allowing to import in Orchestrate for orchestration with enterprise workloads



18 hours

average time spent by a developer deploying an AI solution

IBM2: During a typical project cycle, how many hours do you spend on the following tasks/stages? Please provide your best estimate. [NUMERIC OPEN END]  
Sample size: Enterprise AI Developers = 1,063n



# Deep Visibility into LLM Applications through Comprehensive Tracing and Visualizations

watsonx.ai tracing

Track and monitor vital metrics

IBM watsonx

Upgrade ? Bell

IBM account Dallas KB

[Tracing analytics](#) / [Traces](#) / Trace details

Trace details

Asset 1

07 Mar 2025 15:44:01 PM | AI service | Status: Success | 1789 Input tokens + 345 Output tokens = 2134 Total tokens | Cost: 0.0012 USD | Latency: 1.33s

Search Sort by

Name	Duration
Task ChannelWrite<...>.task	0s
Task ChannelWrite<start:decompose>.task	2.58s
Task _start_.task	6.3s
Task ChatPromptTemplate.task	6.2s
Task GET	0.558s
Task POST	0.483s
Chat watsonxai.chat	0.416s
Chat watsonxai.chat	5.5s
Task JsonOutputKeyToolsParser.task	5.4s
Task RunnableSequence.task	4.2s

watsonxai.chat

Input and Output JSON Details

LLM attributes

Input type	Chat
System	OpenAI
Input model	gpt-4o-2024-08-06
Input temperature	0.7
Output model	gpt-4o-2024-08-06
Input tokens	1789
Output tokens	345
Total tokens	2134
Cost	\$0.0001

Show more

Span details

Status	Success
Start time	2025-03-07T15:44:01.578809Z
End time	2025-03-07T15:44:04.159035Z
Trace ID	0x583f83f09ed9b39b575c8dc4d3579870
Span ID	0xc18e40916356084b
Span Kind	SpanKind.CLIENT
Parent ID	0x1f439152229272be

