Main Ideas

1. Customer Service

The Problem: Support agents are reactive. They fix problems after the customer is already angry.
The Innovation: Proactive Service Recovery.

Idea: "The Pre-emptive Apology Agent"
Instead of waiting for a ticket, this agent monitors backend system logs (e.g., shipping delays, server outages, failed transactions). When it detects a failure affecting a specific user, it acts *before* the user complains.

- **How it works:**
    1. **Perceive:** The agent detects a "Failed Delivery" status via a logistics API.
    2. **Decide:** It checks the customer's CRM profile (Salesforce/Zendesk). Is this a VIP? Have they complained before? It calculates a "Retention Risk Score."
    3. **Act:** If the risk is high, the Agent orchestrates a refund via the Payment Gateway (Stripe) (agent should give to the support a summary of the whole transaction/problem and a little snapshot of his history), credits their account with loyalty points, and drafts a hyper-personalized email using Generative AI explaining the delay and offering the compensation—all before the customer checks their tracking number.

- **Watsonx Skills:** Logistics API connector, CRM lookup, Payment Gateway integration, LLM for email generation.

2. Finance

The Problem: Cash flow management is usually a lagging indicator, reviewed at the end of the month.
The Innovation: Real-time, autonomous vendor negotiation based on liquidity.

Idea: "The Dynamic Liquidity buffer"
An agent that sits between your bank account and your Accounts Payable. It doesn't just pay bills; it optimizes *when* to pay them based on real-time cash health.

- **How it works:**
    1. **Perceive:** The agent monitors the company's real-time cash position and incoming receivables.
    2. **Decide:** It sees a cash dip predicted for next week. It identifies 5 large invoices due during that dip.
    3. **Act:** The Agent proactively emails the vendors of those 5 invoices. It offers a trade: "If we pay you immediately today, can we get a 2% discount?" OR "We need to extend terms to Net-60 for this invoice."
    4. **Orchestrate:** If the vendor replies "Yes" (via email parsing), the Agent updates the ERP system with the new date/amount and schedules the payment.

- **Watsonx Skills:** ERP connector (SAP/Oracle), Banking API, Email generation/reading (Outlook/Gmail), Math/Logic skills.

3. HR

The Problem: "Ghosting" after onboarding. New hires often feel lost after week 1 because managers get busy and stop hand-holding.
The Innovation: The "Shadow Mentor" Agent.

Idea: "The Invisible Onboarding Companion"
This agent doesn't just do paperwork; it ensures *cultural and functional integration* by orchestrating the new hire's calendar and connections.

- **How it works:**
    1. **Perceive:** The agent scans the new hire's calendar and Slack activity. It notices they haven't had a 1:1 with their manager in 10 days, or they haven't accessed the core code repository/documentation yet.
    2. **Decide:** It identifies "Integration Gaps."
    3. **Act:**
        - It ghost-books a 15-minute coffee chat on the Manager's calendar with the title "Onboarding Check-in" and adds talking points to the description.
        - It sends a Slack DM to the new hire: "I noticed you haven't set up your 401k yet or accessed Jira. Here are the direct links to do that right now."
        - Intelligently provisions pre-configured challenges tailored to the employee's specific role, while maintaining persistent state to monitor execution and drive tasks to completion.
        - It matches the new hire with a "Buddy" from a different department based on shared interests (parsed from bio) and introduces them via email.

- **Watsonx Skills:** Calendar management (Google/Outlook), Slack integration, HRIS (Workday) read access.

4. Procurement

The Problem: Supply chain disruptions (wars, weather, strikes) happen instantly, but procurement teams take weeks to react.
The Innovation: News-to-Action Supply Chain Defense.

Idea: "The Geopolitical Risk Shield"
An agent that monitors global news and cross-references it with your specific supplier list to instantly isolate risk.

- **How it works:**
  1. **Perceive:** The agent monitors news APIs for keywords (e.g., "Port Strike in Hamburg," "Floods in Taiwan").
  2. **Decide:** It scans the company's Procurement Database. "Do we have suppliers in Hamburg or Taiwan?" "Do we have critical inventory with them?"
  3. **Act:**
     - It instantly identifies *alternative* approved suppliers for those parts in the database.
     - It generates Requests for Quotes (RFQs) for the backup suppliers to check availability.
     - It compiles a "Risk Mitigation Dossier" and sends it to the Chief Procurement Officer via Teams: "Risk detected in Taiwan. I have already sourced 3 alternative quotes from Mexico. Click 'Approve' to switch orders."
- **Watsonx Skills:** News API, ERP/Procurement DB, Email/RFQ generation, Teams/Slack notification.

5. Sales

The Problem: Salespeople hate updating CRMs and miss "trigger events" (reasons to call) because they are overwhelmed with data.
The Innovation: The "Battlecard" Generator.

Idea: "The Competitive Sniper Agent"
Instead of a generic sales bot, this agent monitors *competitors* and equips your sales team with ammunition in real-time.

- **How it works:**
  1. **Perceive:** The agent monitors competitor pricing pages, press releases, and review sites (G2/Capterra). It detects a competitor has raised prices or had a major server outage.
  2. **Decide:** It queries Salesforce: "Which of our open opportunities are currently evaluating that specific competitor?"
  3. **Act:**
     - It drafts a "Sniper Email" for the sales rep to send to the prospect: "Saw [Competitor] just raised prices by 20%. Just a reminder that our pricing is locked in for 2 years..."
     - It updates the Salesforce opportunity with a note: "Competitor Vulnerability Detected."
     - It creates a task for the rep: "Call [Client Name] regarding competitor outage."
- **Watsonx Skills:** Web scraping/News API, Salesforce (Read/Write), Email drafting.

More Ideas

1. Customer Service: The "Context-Aware Omnichannel Unifier"

- **The Problem:** Customers hate repeating themselves. They chat with a bot, then email, then call, and the phone agent knows nothing about the previous chat.
- **The Agentic Solution:** An agent that acts as a "Context Layer." When a call comes in, it instantly uses **Watsonx Speech-to-Text** to listen to the live voice, while simultaneously pulling the user's chat logs from Intercom and emails from Zendesk.
- **The Output:** It generates a live "Summary Card" on the agent's screen: *"Customer is calling about the Refund discussed in chat 10 mins ago. Emotional state: Frustrated. Suggested Action: Offer immediate $10 credit."*

2. Finance: The "Shadow Spend Hunter"

- **The Problem:** Employees subscribe to SaaS tools (Canva, Trello, ChatGPT Plus) using corporate cards without IT/Finance approval, creating "Shadow IT" and wasted budget.
- **The Agentic Solution:** An agent that connects the Credit Card transaction feed (Amex API) with the Approved Vendor List (ERP).
- **The Output:** When it spots a recurring payment to an unknown vendor, it doesn't just flag it. It **orchestrates a resolution**: It emails the employee asking for the license justification and simultaneously checks if the company already has an Enterprise License for that tool to merge the account.

3. HR: The "Internal Gig Matchmaker"

- **The Problem:** Companies fire people in Department A while hiring for the same skills in Department B because they don't know their own employees' talents.
- **The Agentic Solution:** An agent that reads **Jira/Project** requirements ("We need Python help") and cross-references it with **Workday/LinkedIn** profiles of current employees.
- **The Output:** It proactively pings an employee in a different department: *"I see you know Python, but you're in Marketing. The Data Team needs 5 hours of help this week. Interested in a 'micro-internship'?"*

4. Procurement: The "Green-Ledger Orchestrator"

- **The Problem:** Companies have "Net Zero" goals but procurement agents just buy the cheapest option because calculating carbon footprint is hard.
- **The Agentic Solution:** An agent that intercepts Purchase Orders. It uses an API (like Climatiq) to calculate the carbon footprint of the shipping route.
- **The Output:** If a "High Carbon" route is chosen, the Agent pauses the order and suggests an alternative: *"If you switch to this local supplier, it costs 2% more but reduces carbon by 40%. Click here to swap."*

5. Sales: The "Buying Committee Mapper"

- **The Problem:** Sales reps talk to one "Champion," but the "Decision Maker" (Boss) ignores them.
- **The Agentic Solution:** An agent that scans calendar invites and email CC lines to identify who is *silently* involved in the deal.
- **The Output:** It maps the organization chart and says: *"You have sent 5 emails to John (Champion), but Sarah (CFO) was CC'd on the invite. You have zero contact with Sarah. Here is a draft email written specifically for Sarah's financial concerns. Send it now?"*