Agentic AI in Business

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1 Introduction

From sectors such as customer service to manufacturing, many of the top companies around the world are integrating autonomous AI agents into their workflows. In this document, we will explore this in more detail...

2 What is Agentic AI?

What is Agentic AI? How do we define this next phase of AI? Below, we provide a definition on what this means:

Definition 2.1 (Agentic AI)**.** ***Agentic AI*** *refers to autonomous systems that can perceive, plan and act to complete tasks with minimal human intervention.*

Unlike traditional automation, agentic AI can handle:

- Goal Setting
- Task Execution
- Dynamic Decision-Making

Now, let us consider some of examples of companies that are currently using these systems.

2.1 Examples

Example 2.1 (AgentForce)**.** Now, let us discuss our first example, Salesforce with Agentforce.

- **What Did They Do?**: Salesforce launched ***AgentForce***, a platform of digital AI employees integrated into internal teams.
- **How it Works**:
  - Agents automate support ticket resolution, marketing outreach, and analytics.

  - They coordinate with human workers using natural language.

- **Impact**:
  - Around $30\% - 50\%$ of internal tasks that are handled autonomously.
  - Has up to 93% accuracy.
  - Agentforce is used in engineering, sales, support, and marketing.

Now, let us consider the next example.

Example 2.2 (Tesla Robotics)**.** Tesla has integrated robotic agents in their factories:

- **What Did They Do?**: Tesla uses *robotics and AI agents* in its gigafactories to handle precision tasks previously requiring human oversight.
- **How Does It Work?**:
  - Multi-agent systems control welding, wiring, painting, and inspections.
  - Tesla's Optimus Robots sorts battery cells and performs delicate tasks autonomously.
- **Impact**:
  - There was a 30%+ improvement in factory efficiency.
  - There was reduced manual errors.

Now, let us move onto our third example.

Example 2.3 (JPMorgan - LOXM)**.** JPMorgan has financial agents for trading.

- **What Did They Do?**: JPMorgan developed LOXM, an agentic trading AI to handle high-frequency and large-volume trades.
- **How Does It Work?**:
  - Agents monitor real-time market data.
  - They make split-second trading decisions, adjusting strategy dynamically.
- **Impact**:
  - LOXM showed faster execution than any human trader.
  - LOXM also improved liquidity and reduce market impact.

Next, let us now proceed to our fourth example.

Example 2.4 (Siemens)**.** Siemens uses AI agents for autonomous predictive maintenance.

- **What Did They Do?**: Siemens uses AI agents in smart factories to enable *autonomous predictive maintenance*.
- **How Does It Work?**:
  - Sensors collect live equipment data.
  - Its Agents analyze patterns and proactively schedule repairs before failures occur.
- **Impact**:
  - There was 25% reduction in unplanned downtime.
  - There was also higher overall equipment efficiency (OEE).

Example 2.5 (Capgemini x Google Cloud)**.** Capegemini x Google Cloud uses agentic AI for agentic order-to-inventory workflows.

- **What Did They Do?**: Capgemini collaborated with Google Cloud to build agentic systems for retail and e-commerce workflows.
- **How Does It Work?**:
  - The agents monitor orders, update inventory in real-time, and coordinate customer fulfillment.
  - It integrated across both digital and physical systems.
- **Impact**:
  - It increased accuracy in inventory forecasts.
  - Faster and more reliable order processing.

Example 2.6 (PwC)**.** PwC uses agentic AI for multi-agent orchestration platform.

- **What Did They Do?**: PwC developed an Agent OS that can orchestrate multiple AI agents and LLMs such as Gemini and AgentForce.
- **How Does It Work?**:
  - Agents execute CRM queries, fulfill customer requests, and integrate inventory management.
  - The OS routes tasks between agents and consolidates results.
- **Impact**:
  - An end-to-end automation of client-facing workflows.
  - Personalized services at scale.