

Demo 1

Showcases one agent built in Camunda, using tools from MCP (discovered dynamically), but adds additional tool, human in the loop (using MS Teams in this demo), and customer engagement (omnichannel)

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▶ Sent

📄 Drafts 3

📁 Purchases

⌵ More

Labels +



De ⌵

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Question



camunda.demo.bernd@gmail.com

Question

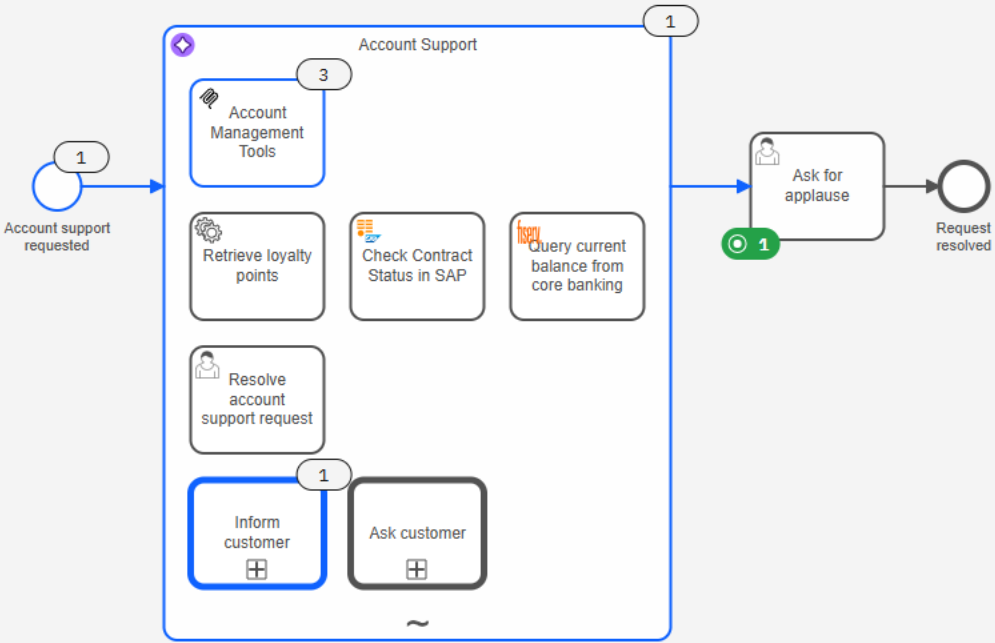
Hello Camunda Bank. I want to receive money internationally (customer id: 42). What exact account information do I have to provide to the other party - can you send a copy and paste template? Thanks!

↶ ↷ Sans Serif ⌵ T T B I U A ⌵ ☰ ☷ ☹ ☹ ☹ ☹ ⌵

Send



<div></div>	Process Name	Process Instance Key	Version	Start Date	End Date	Parent Process Instance Key	Called Process Instances	<div></div> <div></div>
	account-support-agent	2251799817930078	16	2025-10-06 14:33:34	--	2251799817930009	View All	



Instance History

Show End Date

Hide Execution Count

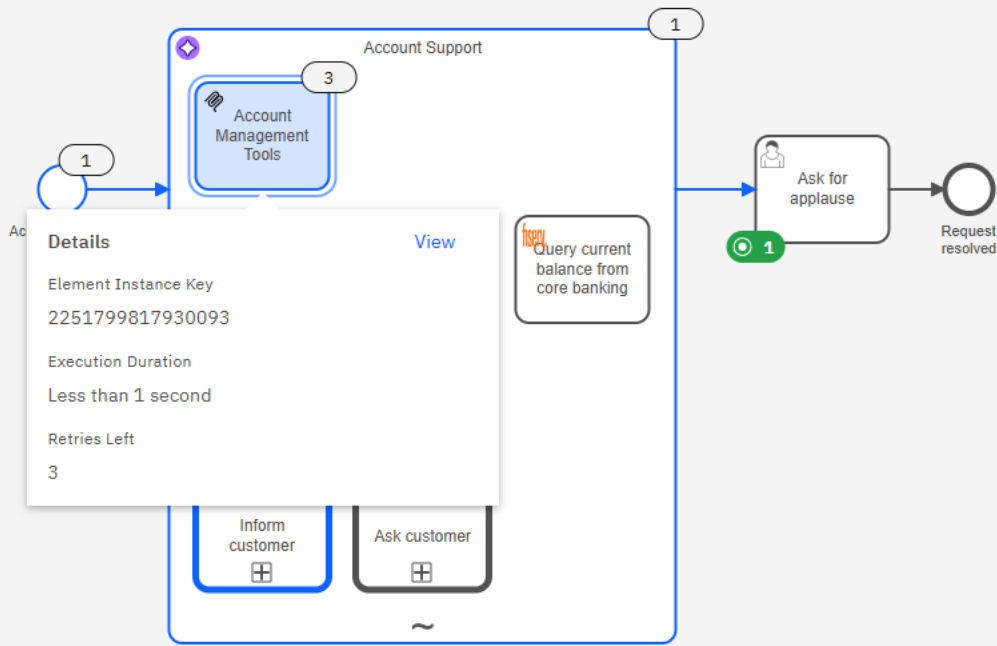
- account-support-agent
- Account support requested
- Account Support
- Ask for applause

Variables		Listeners
Name	Value	
agent	{ "context": { "state": "READY", "metrics": { "modelCalls": 4, "tokenUsage": { "inputTokenCount": 11347, "outputTokenCount": 692 } }, "toolDefinitions": [{ "name": "Tool_FiservBalance", "description": "never call this tool", "inputSchema": { "type": "object", "properties": {}, "required": [] }, ... }] }	
supportCase	{ "subject": "Question", "request": "I want to receive money internationally (customer id: 42). What exact account information do I have to provide to the other party - can you send a copy and paste template?", "communicationContext": ... }	
toolCallResults	{ "id": "tooluse_ew-gMt_wT-innrZuSRNHA", "name": "Tool_InformCustomer", "content": { "status": "success" } }	

Add Variable +

Copy variables

<div></div>	Process Name	Process Instance Key	Version	Start Date	End Date	Parent Process Instance Key	Called Process Instances	<div></div> <div></div>
	account-support-agent	2251799817930078	16	2025-10-06 14:33:34	--	2251799817930009	View All	



Instance History

Show End DateHide Execution Count

- account-support-agent
- Account support requested
- Account Support

AI_AccountSupport#innerInstance

Account Management Tools

AI_AccountSupport#innerInstance

AI_AccountSupport#innerInstance

AI_AccountSupport#innerInstance

Ask for applause

Variables

Input MappingsOutput MappingsListeners

Name	Value	
data	<pre>{"connection":{"sseUrl":"https://demo-account-management-mcp-56019549721.europe-west1.run.app/sse"},"operation":{"method":"tools/list","params":null}}</pre>	<div></div>

X

116

Apply

☐ Show End

- account-support-agent

☒ Account support request

✔ ▼ Account Support


☑ ☐ AI_AccountSupport#

 Account Management

AI_AccountSupport#

AI_AccountSupport#

AI_AccountSupport#

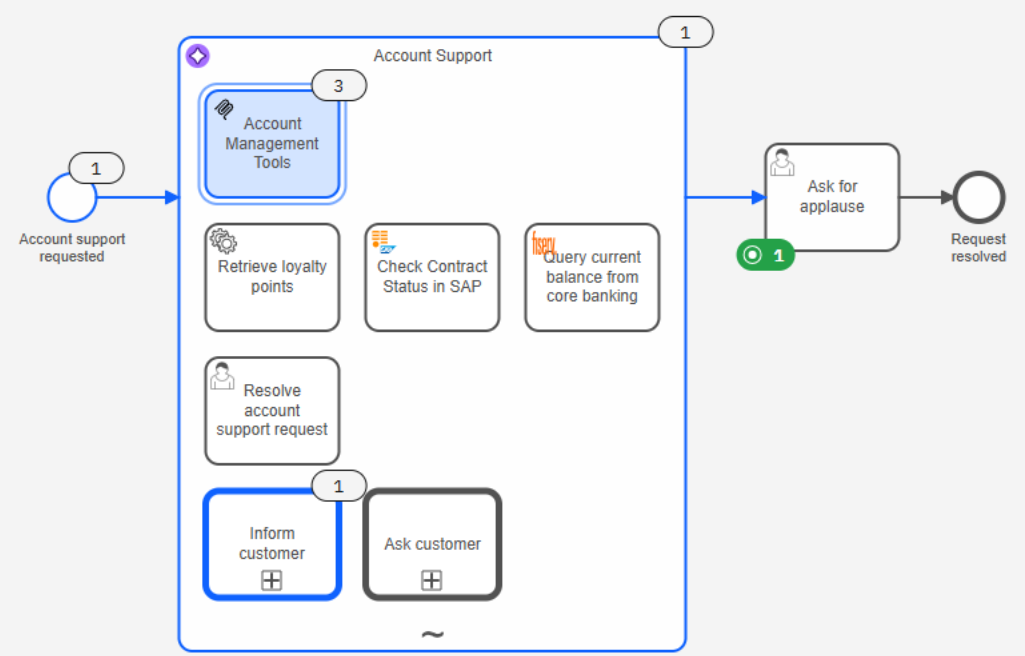
 Ask for applause



```
initizusRNA, name: Tool_InformCustomer, content":  
{"status": "success"}}
```

Add Variable + Copy variables 

<div><div></div><div>Process Name</div></div> account-support-agent	<div><div></div><div>Process Instance Key</div></div> 2251799817930078	<div><div></div><div>Version</div></div> 16	<div><div></div><div>Start Date</div></div> 2025-10-06 14:33:34	<div><div></div><div>End Date</div></div> --	<div><div></div><div>Parent Process Instance Key</div></div> 2251799817930009	<div><div></div><div>Called Process Instances</div></div> View All	<div><div></div><div></div></div>
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Instance History

Show End DateHide Execution Count

account-support-agent

Account support requested

Account Support

AI_AccountSupport#innerInstance

Account Management Tools

AI_AccountSupport#innerInstance

Account Management Tools

AI_AccountSupport#innerInstance

AI_AccountSupport#innerInstance

Ask for applause

Variables

Input Mappings

Output Mappings

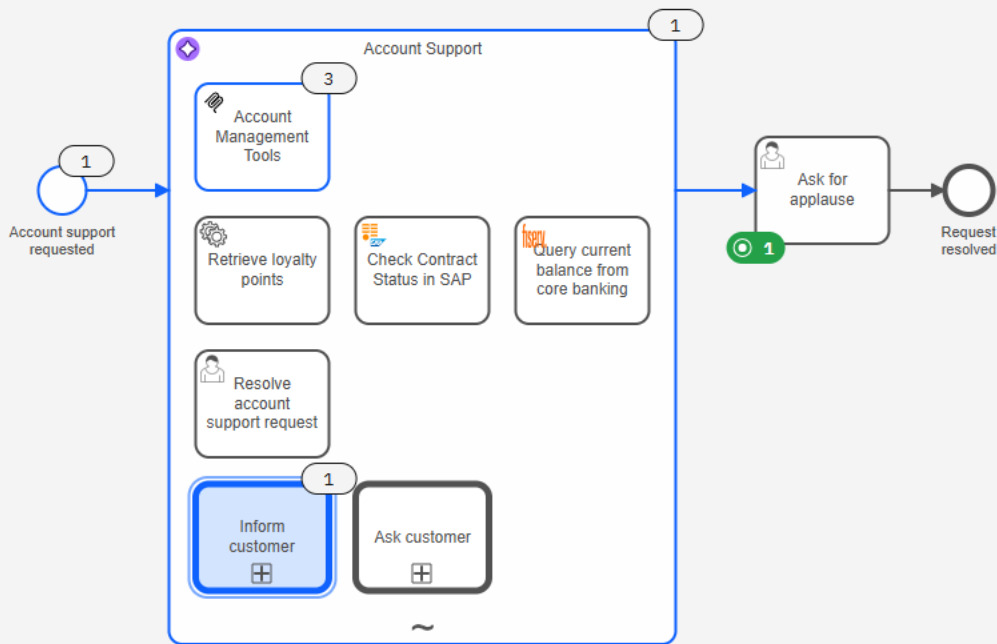
Listeners

Name	Value
data	<pre>{ "connection": { "sseUrl": "https://demo-account-management-mcp-56019549721.europe-west1.run.app/sse" }, "operation": { "method": "tools/call", "params": { "name": "get_active_products", "arguments": { "customer_id": "42" } } } }</pre>

Add Variable +Copy variables

banking-support-agent / account-support-agent

<div></div>	Process Name	Process Instance Key	Version	Start Date	End Date	Parent Process Instance Key	Called Process Instances	<div></div> <div></div>
	account-support-agent	2251799817930078	16	2025-10-06 14:33:34	--	2251799817930009	View All	



Instance History ☐ Show End Date ☒ Hide Execution Count

- account-support-agent
- Account support requested
- Account Support

AI_AccountSupport#innerInstance

Account Management Tools

AI_AccountSupport#innerInstance

Account Management Tools

AI_AccountSupport#innerInstance

AI_AccountSupport#innerInstance

Inform customer
- Ask for applause

Variables	Input Mappings	Output Mappings	Listeners
Name	Value		
communicationContent	{ "subject": "RE: Question", "text": "Thank you for your patience. I've retrieved the necessary information for you to receive money internationally. Here's a template with your account details that you can copy and paste to send to the party who will be transferring the" }		
communicationContext	{ "channel": "email", "emailAddress": "bernd.it.depends.ruecker@gmail.com", "conversationId": "<CAEmWTLaY5RaK6sy_3rj4oZe1FoWNnZ8E-UmY30jOW6c2JP-N3Q@mail.gmail.com>" }		
communicationResult	{ "status": "success" }		
ourReplyEmail	{ "subject": "RE: Question", "sent": true, "messageId": "<754209767.5.1759754035647@connectors-deployment-b5f9cbd9f-" }		

Add Variable + Copy variables

Compose

Inbox

Starred

Snoozed

Sent

Drafts2

Purchases

More

Labels+

1 of 1

RE: Question

Inbox x

C

camunda.demo.bernd@gmail.com

to me

2:33 PM (1 minute ago)

Thank you for your patience. I've retrieved the necessary information for you to receive money internationally. Here's a template with your account details that you can copy and paste to send to the party who will be transferring the money:

Account Information for International Money Transfer:

Beneficiary Name: [Your Full Name]

Account Number: ACC555666778

Bank Name: Bank of America

SWIFT Code: BOFAUS3N

BIC Code: BOFAUS3N

Routing Number (ABA): 026009593

Bank Address: [Your Bank of America Branch Address]

Please note:

1. Replace [Your Full Name] with your actual full name as it appears on your bank account.

2. You'll need to add the specific Bank of America branch address where your account is held. If you're unsure about this, you can contact your local branch or find it on your bank statements.

3. Some international transfers might not require all of this information, but it's better to provide it all to ensure a smooth transaction.


4. The SWIFT code and BIC code are the same in this case (BOFAUS3N), which is common for U.S. banks.

For security reasons, always be cautious about who you share your banking information with. Only provide these details to trusted parties through secure channels.

If you need any further assistance or have any questions about international money transfers, please don't hesitate to ask.

Reply

Forward

 Chat

Unread

Channels


Chats

Meeting chats


@ Mentions

Followed threads

Favorites

 Bernd Ruecker (You)

Chats

 Camunda (Int)


Teams and channels

[See all your teams](#)

☒ New Task

Resolve account support request

Process

Assignee  Unassigned

Creation date 06/10/2025 at 14:16

Assign to me


Open in Tasklist

Edited

☒ New Task

Ask for applause

Process


Assignee  bernd.ruecker@camunda.com


Creation date 06/10/2025 at 14:17

Start task


Unassign

Open in Tasklist


 Your response was sent to the app



Camunda (Int) 14:34 Edited





Please...



Submit

Cancel

 Your response was sent to the app



[View prompts](#)

Demo 2

Showcases multi-agent collaboration, where some agents are developed in Camunda, and others are integrated via A2A protocol. Also adds deterministic processes to showcase you can seamlessly blend deterministic and dynamic processes.

Operate

DashboardProcessesDecisions

CamundaCon NY 25 - Demo : prodTeam AI - Enterprise

Process Name

banking-support-agent

Process Instance Key

2251799817930009

Version

34

Start Date

2025-10-06 14:33:28

End Date

--

Parent Process Instance Key

None

Called Process Instances

[View All](#)

Customer email received

Update status ("Thinking...")

Customer support chat started

Microservice API called

GetVocal request received

Customer support request received (other channels)

Load customer master data

Customer Support Agent

Loan Support Agent

Account Support Agent

Card Support Agent (A2A Client)

Legal questions

Inform customer

Handle legal questions

Other inquiries

Inform customer

Handle other inquiries

Ask customer

Inform customer

Send customer information and survey

Review (exemplary samples?)

Review support resolution

Instance History

Show End Date

Show Execution Count

banking-support-agent

Customer email received

Load customer master data

Customer Support Agent

Send customer information and survey

Review (exemplary samples)?

Review support resolution

Variables

Listeners

Name	Value
agent	<pre>{"context":{"state":"READY","metrics":{"modelCalls":2,"tokenUsage":{"inputTokenCount":4374,"outputTokenCount":242}},"toolDefinitions":[{"name":"CallActivity_LoanSupportAgent","description":"Sub agent to handle any loan related requests. The agent will handle the request in"}]}</pre>
agentResult	<pre>{"context":{"state":"READY","metrics":{"modelCalls":2,"tokenUsage":{"inputTokenCount":4374,"outputTokenCount":242}},"toolDefinitions":[{"name":"CallActivity_LoanSupportAgent","description":"Sub agent to handle any loan related requests. The agent will handle the request in"}]}</pre>
communicationChannel	"email"
currentEmail	<pre>{"messageId":"<CAEmWTLaY5RaK6sy_3rj4oZe1FoWNNz8E-14-14082015-0330"}</pre>

Add Variable +

Copy variables

Conversation 51004d1a

I need a loan of \$5000 to buy a new car. What can you offer?

Thank you for your message - let me sort this out for you...

Type a message...

Operate

DashboardProcessesDecisions

CamundaCon NY 25 - Demo : prodTeam AI - Enterprise

Process Name

banking-support-agent

Process Instance Key

6755399445288892

Version

34

Start Date

2025-10-06 14:42:15

End Date

--

Parent Process Instance Key

None

Called Process Instances

[View All](#)

Customer email received

Update status ("Thinking...")

Customer support chat started

Microservice API called

GetVocal request received

Customer support request received (other channels)

Loan Support Agent

Account Support Agent

Card Support Agent (A2A Client)

Ask customer

Inform customer

Send customer information and survey

Review (exemplary samples?)

Review support resolution

Details

View

Element Instance Key

6755399445288992

Execution Duration

2 minutes (running)

Called Process Instance

[loan-support-agent - 6755399445288994](#)

Instance History

Show End Date

Show Execution Count

banking-support-agent

Customer support chat started

Update status ("Thinking...")

Load customer master data

Customer Support Agent

Variables

Input Mappings

Output Mappings

Listeners

Name

Value

supportCase

{

"request":

"I need a loan of \$5000 to buy a new car. What can you offer?"

,

"subject":

"Chat Request"

,

"originalMessageInFull":

"I need a loan of \$5000 to buy a new car. What can you offer?"

,

"communicationContext":

{

"channel":

"chat"

,

"conversationId":

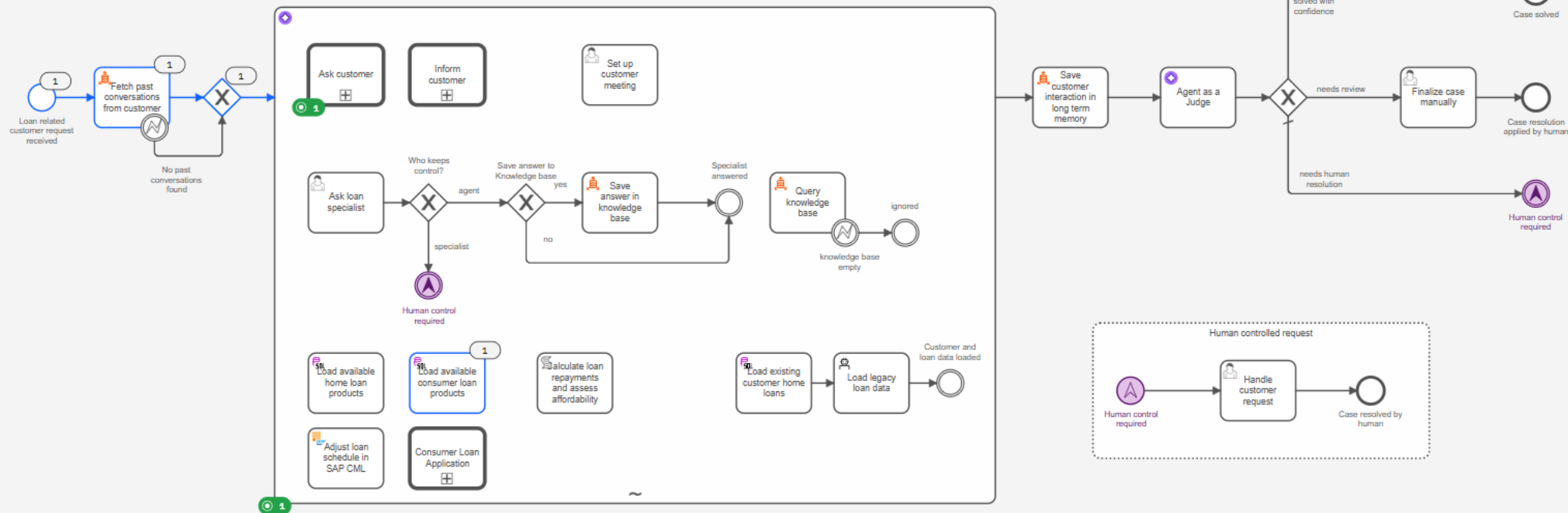
"51004d1a-437e-4213-b23d-733351452889"

}

}

Add Variable +

Copy variables



loan-support-agent

- ✓ ○ Loan related customer request received
- ✓ ⚙ Fetch past conversations from customer
- ✓ ⚠ Gateway_0kp1fqr
- ▶ 🖼 Subprocess_AvailableTools

Variables	Listeners
Name	Value
agentContext	<pre>{"state":"READY","metrics":{"modelCalls":2,"tokenUsage":{"inputTokenCount":7346,"outputTokenCount":768}}, "toolDefinitions":[{"name":"Task_AdjustLoanScheduleInSAP","description":"This activity can adjust the loan payments for one loan identified by the variable ..."}]}</pre>
customerPreviousConversationContext	<pre>{"chunks":[{"chunkId":"63887260-44b7-411e-b36d-965d9de14e09","documentReference":{"storeId":"gcp","documentId":"e50968e9-e71d-4e44-8f7e-83ecf14d66d3","contentHash":"33d9b28f13f96127775292220d36a31a..."}]}</pre>
supportCase	<pre>{"request":"I need a loan of \$5000 to buy a new car. What can you offer?","subject":"Chat Request","originalMessageInFull":"I need a loan of \$5000 to buy a new car. What can you offer?","communicationContext":{}}</pre>

[Add Variable](#) [Copy variables](#)



Conversation 51004d1a



I need a loan of \$5000 to buy a new car. What can you offer?



Thought about the request

Based on your \$5,000 loan request for a new car, we have the following loan term options available:

1. 12 months
2. 24 months
3. 36 months

Which loan term would you prefer? This will help me calculate the specific monthly payments for you. Also, could you please provide your approximate yearly income? This information will help us assess affordability and ensure we offer you the most suitable option.



Type a message...



Conversation 51004d1a



This information will help us assess affordability and ensure we offer you the most suitable option.

I think about Option 2. Can you calculate monthly payments?

Thought about the request

Thank you for choosing the 24-month term option. To calculate your monthly payments and assess affordability, could you please provide your approximate yearly income? This information will help us ensure that the loan payments are comfortably within your budget.

60k. Is this affordable then?

Thought about the request

Based on your chosen loan option and income, here are the details for your \$5,000 car loan:

- Loan term: 24 months
- Interest rate: 11% per year
- Monthly payment: \$233.04
- Total annual payment: \$2,796.47

Good news! The loan is considered affordable based on your yearly income of \$60,000. The monthly payment of \$233.04 represents a reasonable portion of your monthly income, which suggests that you should be able to comfortably manage these payments.

This loan option appears to be a good fit for your financial situation. Would you like to proceed with this loan option or do you have any questions about the terms or the application process?



Let's go with this loan please



Conversation 26981ce0



 Thought about the request

Thank you for selecting the 24-month loan option with an 11.0% interest rate for your \$5000 car loan. I'm pleased to confirm your selection.

Pre-Application Notice:

We will now begin the formal loan application process. During this process, we may request additional documents or information from you to complete your application. This may include proof of income, identification, and details about the vehicle you intend to purchase.

Our loan specialist will guide you through each step of the application process. Please be prepared to provide any requested information promptly to ensure a smooth and efficient process.

We're now initiating your loan application. A loan specialist will be in touch with you shortly to proceed with the next steps.



Type a message...

banking-support-agent / loan-support-agent

Process Name
loan-support-agent

Process Instance Key
4503599631607611

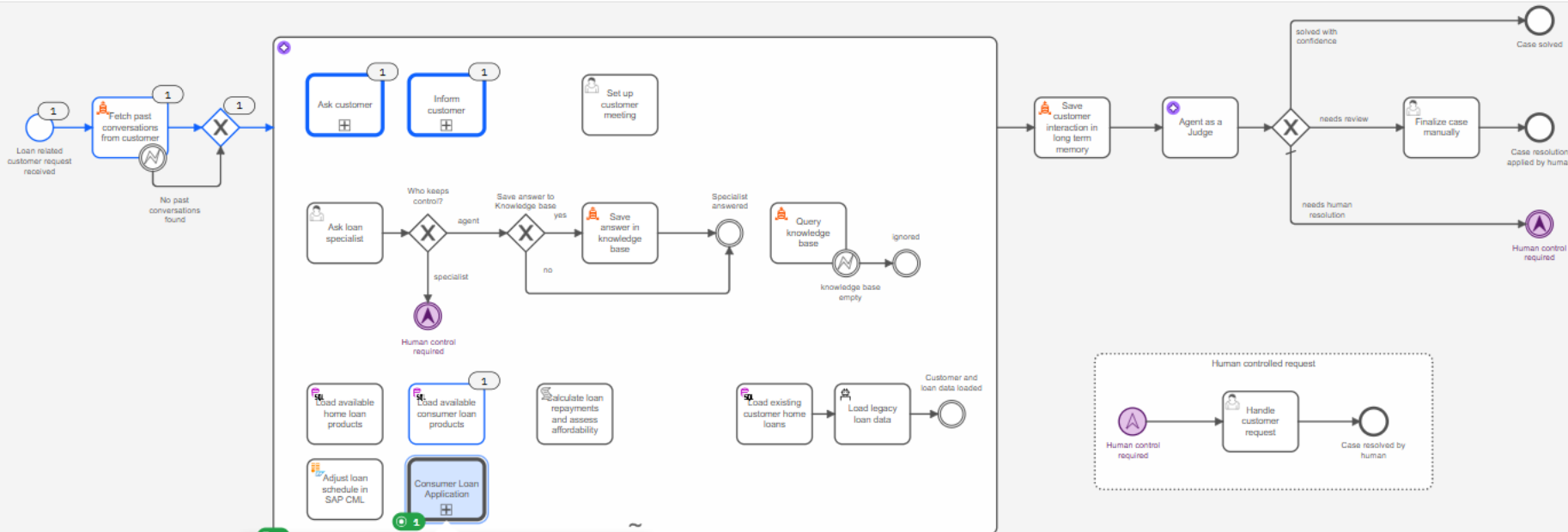
Version
13

Start Date
2025-10-06 14:59:26

End Date
--

Parent Process Instance Key
4503599631607556

Called Process Instances
[View All](#)



Instance History

Show End Date

Hide Execution Cou

- loan-support-agent
- Loan related customer request received
- Fetch past conversations from customer
- Gateway_0kp1fqr
- Subprocess_AvailableTools




Details

View

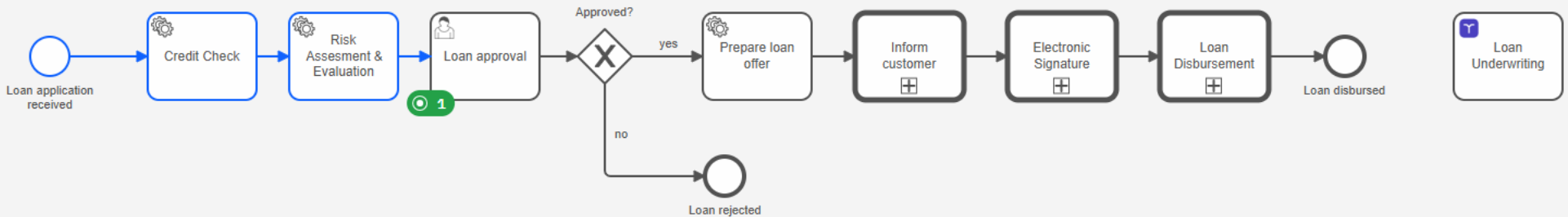
Element Instance Key
4503599631608134

Execution Duration
1 minute (running)

Called Process Instance
[loan-application - 4503599631608137](#)

Variables	Input Mappings	Output Mappings	Listeners
Name	Value		
communicationContext	{ "channel": "chat", "conversationId": "26981ce0-54e7-444d-87a0-a8e968be6544", "channelId": "2afef382-db76-4151-a6a3-079b58f0205f", "lastMessageId": "ca76f2fe-5390-4f11-a58d-2a4aeafa39e8", "emailAddress": "bernd.it.depends.ruecker@gmail.com"} 		
loanApplication	{ "requestedTerm": "24", "newCustomer": false, "emailAddress": "bernd.it.depends.ruecker@gmail.com", "moreData": "...", "customerId": 42, "lastName": "Ruecker", "firstName": "Bernd", "amountRequested": "5000"} 		
<div>Add Variable + Copy variables </div>			

<div></div>	Process Name loan-application	Process Instance Key 4503599631608137	Version 13	Start Date 2025-10-06 15:00:34	End Date --	Parent Process Instance Key 4503599631607611	Called Process Instances View All	<div></div> <div></div>
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Instance History ☐ Show End Date ☐ Show Execution Count

loan-application

- Loan application received
- Credit Check
- Risk Assesment & Evaluation
- Loan approval

Variables


Listeners

Name	Value
communicationContext	<pre>{ "channel": "chat", "conversationId": "26981ce0-54e7-444d-87a0-a8e968be6544", "channelId": "2afef382-db76-4151-a6a3-079b58f0205f", "lastMessageId": "ca76f2fe-5390-4f11-a58d-2a4aeafa39e8", "emailAddress": "bernd.it.depends.ruecker@gmail.com" }</pre>
loanApplication	<pre>{ "requestedTerm": "24", "newCustomer": false, "emailAddress": "bernd.it.depends.ruecker@gmail.com", "moreData": "...", "customerId": 42, "lastName": "Ruecker", "firstName": "Bernd", "amountRequested": "5000" }</pre>
riskAssesmentResult	<pre>{ "riskClass": "B", "riskAssesment": "No risks specific discovered, fair customer history, payback realistic", "approval": true }</pre>


... 🔍 ✍️ ✓

- @ Mentions
- Followed threads

Favorites

 Bernd Ruecker (You)

Chats

 Camunda (Int)

Teams and channels

[See all your teams](#)

amunda (Int) 14:34 Edited

Task Complete

Ask for applause

amunda (Int) 14:39

☒ New Task

Review support resolution

Process

Assignee  Unassigned

Creation date 06/10/2025 at 14:39

Assign to me

[Open in Tasklist](#)

amunda (Int) 15:00 Edited

Loan underwriting

Customer

- ID: 42
- Name: Bernd Ruecker
- Email: bernd.it.depends.ruecker@gmail.com

Loan

- Amount: 5000
- Terms: 24

Risk assessment

Risk class: B

Risk assesment: No risks specific discovered, fair customer history, payback realistic


This loan is recommended to be **approved**

Your decision for this loan

Approve

Submit

Cancel

 [View prompts](#)

Type a message

