**The Rise of AI Agents in Enterprise Operations​**

Agentic AI is taking over enterprise operations, transforming the way companies and their employees work. AI agents can think, act, and collaborate autonomously with limited supervision, learning and adapting as they go.

As made possible through the emergence of large language models (LLMs), they can understand complex language and reason to make decisions. However, LLMs lack access to private data and cannot take actions. That’s where AI agents bridge the gap. They can execute workflows and even optimize them while they adapt in real-time.

With their capabilities, companies are utilizing them to be more hands-off in areas such as IT operations, sales automation, supply chain management, and HR and recruitment. OpenAI founder Sam Altman believes in 2025 that we will see, “the first AI agents join the workforce and materially change the output of companies”, he said in a [recent blog post](https://blog.samaltman.com/).

The AI workforce may already be here. [Gartner’s Future of Work report](https://www.gartner.com.au/en/insights/future-of-work) predicts that AI will either be augmented or completely replace 14% of the global workforce in 2025. This is something we’re already seeing with big tech giants like Salesforce and their [Agentforce](https://www.salesforce.com/agentforce/ai-software-development/?d=7013y0000020HM1AAM&nc=7013y0000020IeuAAE&utm_content=7013y0000020HM1AAM&utm_source=google&utm_medium=paid_search&utm_campaign=21656964948&utm_adgroup=170532217641&utm_term=ai%20agent%20platform&utm_matchtype=e&gclsrc=aw.ds&gad_source=1&gbraid=0AAAAAD4PnrO6-BYP07WM4HKAgn0WQJlyd&gclid=CjwKCAjwnPS-BhBxEiwAZjMF0vu-fDX4FpYqlEPDot3MoGokS8HpLy2_U6GXDS5lG3yLdBWlgjQedhoC5WsQAvD_BwE) product that allows users to create, customize, and deploy their own agents in Slack and chat with them as if they’re a member of your team.

## **AI agents across enterprises**

Organizations are moving beyond predefined processes as they realize how agentic workflows can change their businesses. Following the release of [Devin](https://cognition.ai/blog/introducing-devin) from Cognition AI last year, which focuses on agentic coding, many other agentic offerings have sprung up and in more speed than ever at both startups and large corporations.

[Microsoft’s new AI capabilities](https://www.microsoft.com/en-us/microsoft-365/blog/2024/11/19/introducing-copilot-actions-new-agents-and-tools-to-empower-it-teams/) through Copilot Actions and new AI agents in Microsoft 365, as a part of Copilot Studio, released late last year and makes it possible for the 70% of Fortune 500 companies to create customized agents and automate everyday business tasks. IBM is another big tech company that released agentic AI products late last year, starting with [IBM’s watsonx Orchestrate](https://www.ibm.com/products/watsonx-orchestrate), an AI collaboration tool in which users can create personalized generative AI-powered agents to automate their daily work.

Since then, we’ve seen impressive unveilings this year for several agentic AI use cases, such as those from [Creatio.ai](http://creatio.ai), an AI-native platform with built-in digital talent AI agents that perform repetitive tasks within their CRM, the collaboration between eBay and OpenAI on using [OpenAI’s Operator](https://openai.com/index/introducing-operator/) to expand the reach of their sellers and expose buyers to eBay’s unique inventory, and Google’s new [Automotive AI Agent](https://blog.google/feed/mercedes-google-cloud-automotive-ai-agent/) for Mercedes Benz built using Gemini and Vertex AI.

[Adobe](https://venturebeat.com/ai/adobes-new-ai-agents-can-make-personal-websites-for-your-customers/) also just announced their launch of 10 AI agents and an orchestration tool on the Adobe Experience platform that produce content, manage data, optimize websites, and target a host of other needs. They also announced a new feature for the Adobe Experience Platform called [Brand Concierge](https://business.adobe.com/products/brand-concierge.html) that enterprises can use to build websites that offer customized visits for customers.

AI agents don’t just develop websites, they can navigate them in real-time too. Web AI agents like [Browser Use](https://browser-use.com/) make websites more accessible for AI agents to understand different options and make decisions, and help the end-to-end automation of any human tasks that require browser use.

## **New developments and looking forward**

We’ve seen AI go from simple chatbots to retrieval-augmented (RAG) applications and now, autonomous multi-agent AI, in which AI agents can collaborate with other AI agents to complete complex tasks. Companies like Cognizant unveiled their [Cognizant Neuro AI](https://www.cognizant.com/us/en/services/neuro-intelligent-automation/neuro-generative-ai-adoption) at the beginning of the year that leverages a network of specialized AI agents and Oracle just announced its [AI Agent Studio](https://www.oracle.com/news/announcement/oracle-introduces-ai-agent-studio-2025-03-20/) on March 20th that allows Oracle Fusion Cloud Applications customers to create and manage customized AI agents and agent teams across their enterprise.

It hasn’t been long for AI agents in modern enterprises, but they’ve become indispensable in that time and aren’t slowing down their agentic AI adoption anytime soon. 33% of enterprise software applications will include agentic AI by 2028, according to [recent research by Gartner](https://www.gartner.com/doc/reprints?id=1-2K8Y7LEY&ct=250212&st=sb), a business and technology American research and advisory firm. This is up from less than 1% in 2024. Additionally, 15% of day-to-day work decisions will be made autonomously using agentic AI.

Accenture actually just launched [new industry agent solutions](https://newsroom.accenture.com/news/2025/accenture-expands-ai-refinery-and-launches-new-industry-agent-solutions-to-accelerate-agentic-ai-adoption) to accelerate adoption of AI agents, starting with their new AI agent builder where business users can quickly customize reasoning AI agent without any code, and are developing over 50 other industry-specific AI agent solutions that leverage new NVIDIA reasoning models.

As enterprises move forward with agentic AI, NVIDIA is at the heart of them with their new NVIDIA Blueprint, [AI-Q](https://build.nvidia.com/nvidia/aiq), a customizable AI workflow that enables developers to build reasoning AI agents that can connect to many data sources and tools. This will connect agents to boost efficiency in business operations, which was the missing step to intelligent automation until now.

While AI agents continue to evolve and integrate into enterprise solutions, they’re reshaping the future of work, unlocking new levels of productivity and innovation. The AI workforce isn’t something we should look at in future terms anymore, it’s already here and it’s growing fast.