

# Automation in the world of Agents

FUTURE OF AUTOMATION AND AGENTIC AI

EXPLORING TRANSFORMATIVE TECHNOLOGIES AND THEIR IMPACT

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# 1

1.3 B

## New AI Agents

will be built by 2028\*

# 2

## Rise of gen ai-based task workflow tools and agents

1% → 20%  
today 2026

By 2026, workflow tools and agents will drive efficiencies for 20% of knowledge workers, up from less than 1% today.

# 3

## Rise of agents

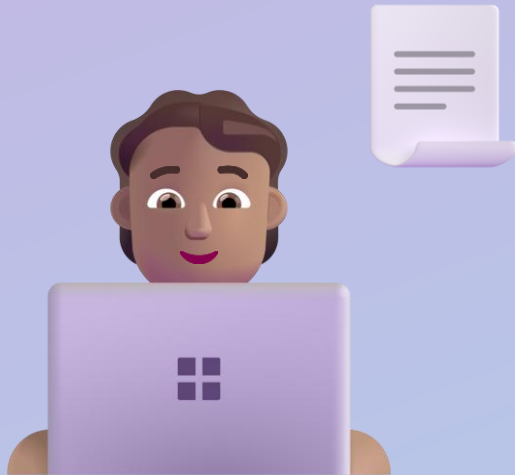
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**72%** of enterprises using AI agents achieve business process efficiency gains

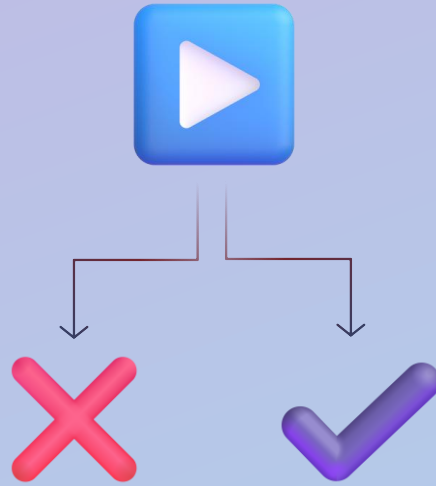
Source: (Stanford HAI Survey, 2024)

**Workflows aren't new**

# There's been numerous solutions for automation...



Forms and  
conditional logic



Low-code  
workflow automation

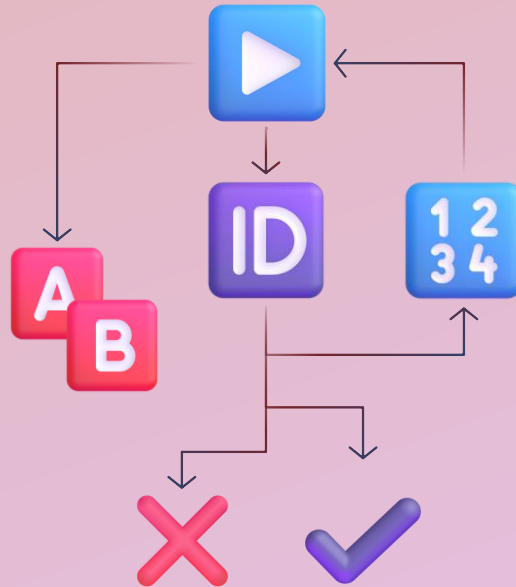


Robotic process  
automation (RPA)

# But the technology has been far from perfect...



Forms and  
conditional logic



Low-code  
workflow automation



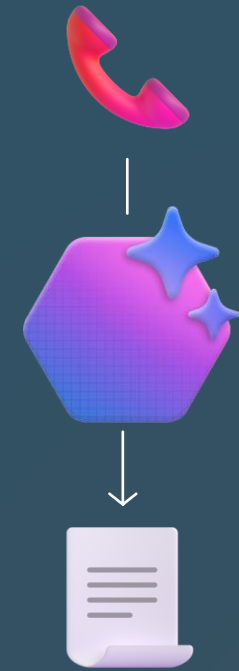
Robotic process  
automation (RPA)

Unlike previous tools, AI Agent can...

 reason,  act and  learn

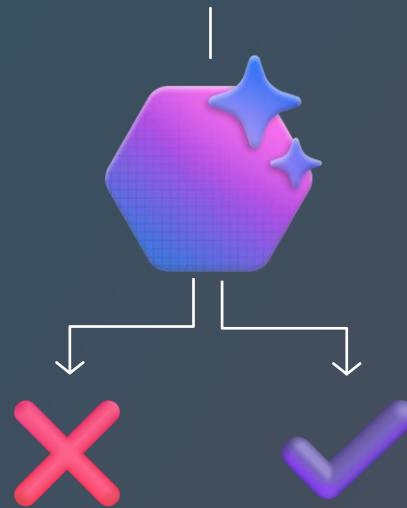


# Agents can automate the previously un-automatable



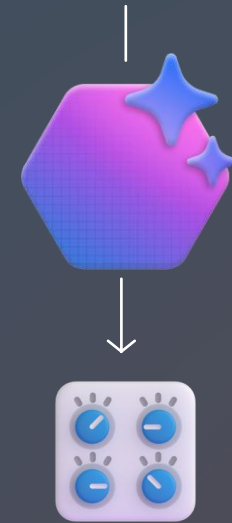
 Acting

Approve based on the following conditions...



 Reasoning

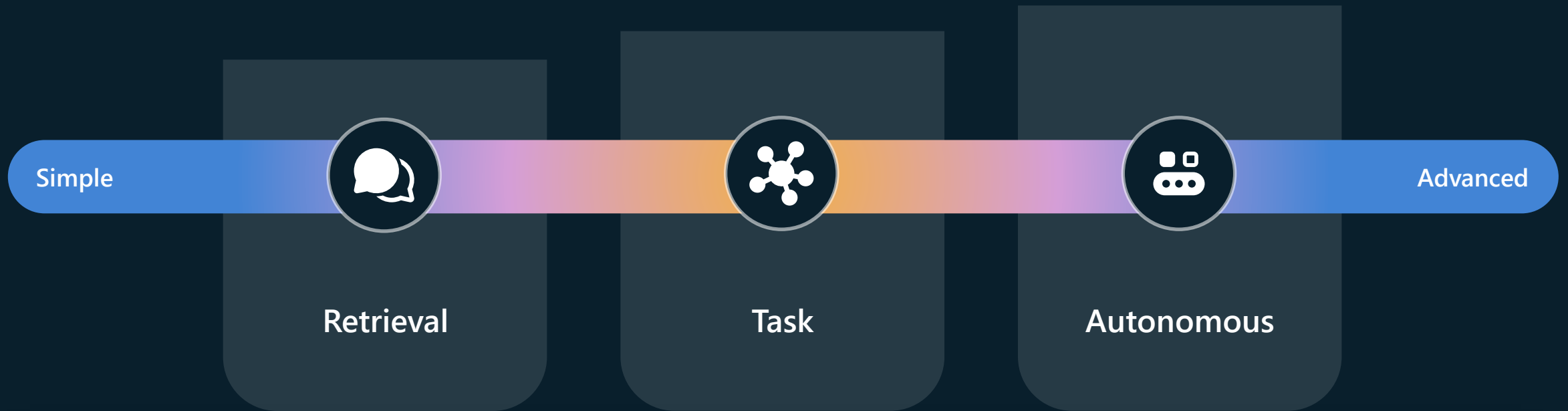
Increase the volume in the new UI...



 Learning

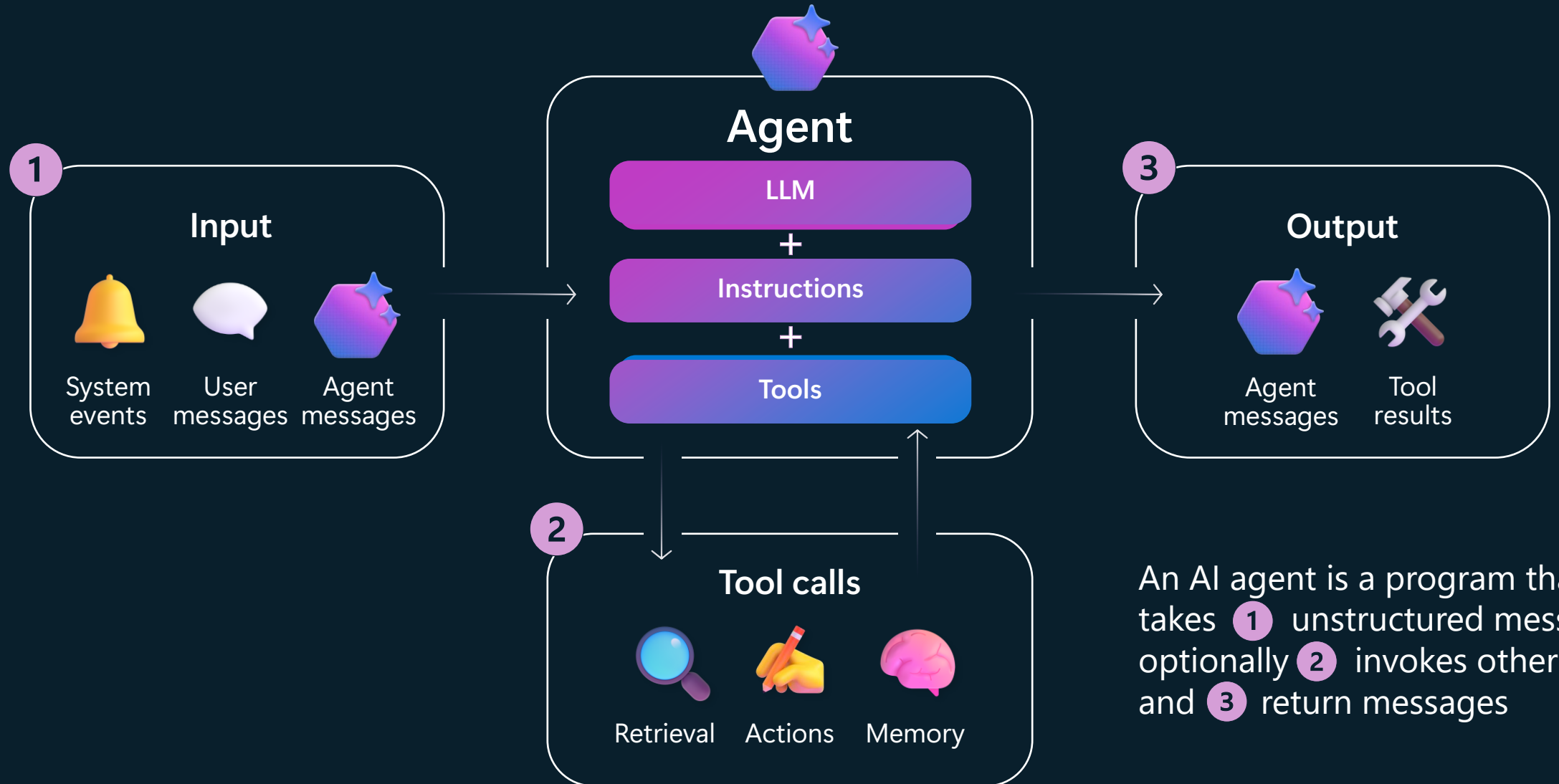
# What are agents?

Agents are programs that use AI to automate and execute business processes, working alongside or on behalf of a person, team or organization



← Agents vary in levels of complexity and capabilities depending on your need →

# Composition of an Agent



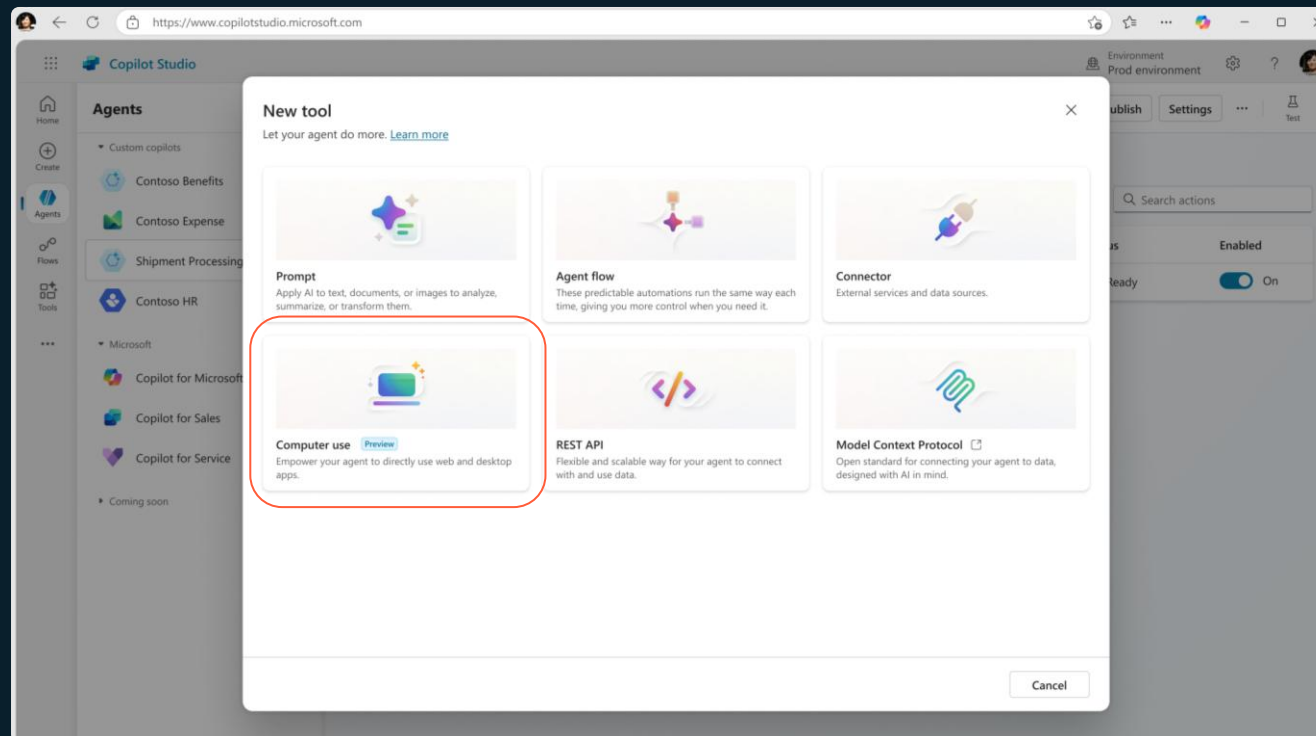
# Agent in Action

Agent Tool in Copilot Studio transforming UI Automation with AI

## Computer Use Agent (CUA)

Frontier

Allow the system to interact with any system using UI automation - without the need for APIs



## Your agent is ready! Here's what's next:

- ⚡ Add tools so your agent can do things for you
- 💬 Add trigger so your agent can be activated by an event
- ↑ Publish your agent so others can use it



### Details

Edit



Name  
Property Tax Agent

### Description

Property Tax Agent assists users with gathering property tax information, answering questions about property tax, providing guidance on filing property tax returns, offering information on tax rates and regulations, and helping with property tax appeals.

### Orchestration

Use generative AI to determine how best to respond to users and events. [Learn more](#)

Enabled

### Instructions

Saved

- Assist users with gathering property tax information.
- Answer questions related to property tax.
- Provide guidance on filing property tax returns.
- Offer information on tax rates and regulations.
- Help users with property tax appeals.
- Ensure responses are accurate and up-to-date.
- Maintain a friendly and professional tone.

### Test your agent

... [Icons]

Hello, I'm Property Tax Agent, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

12 minutes ago

Ask a question or describe what you need

0/2000

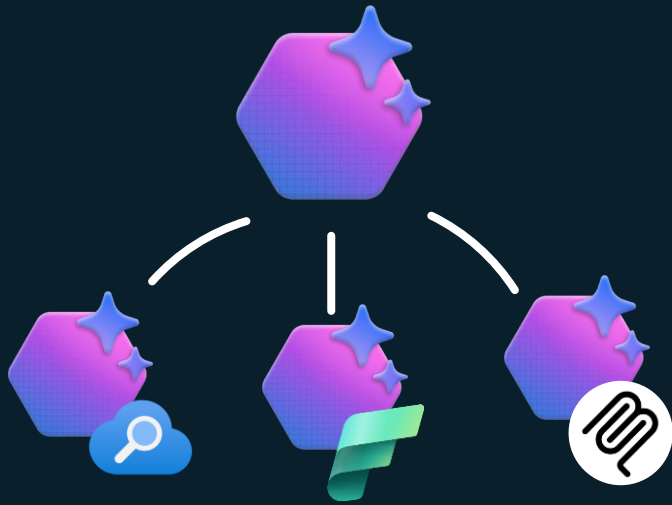
[Send icon]

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

**Workflows   Agent Workflows – Agentic AI**

# Multi-agent orchestration

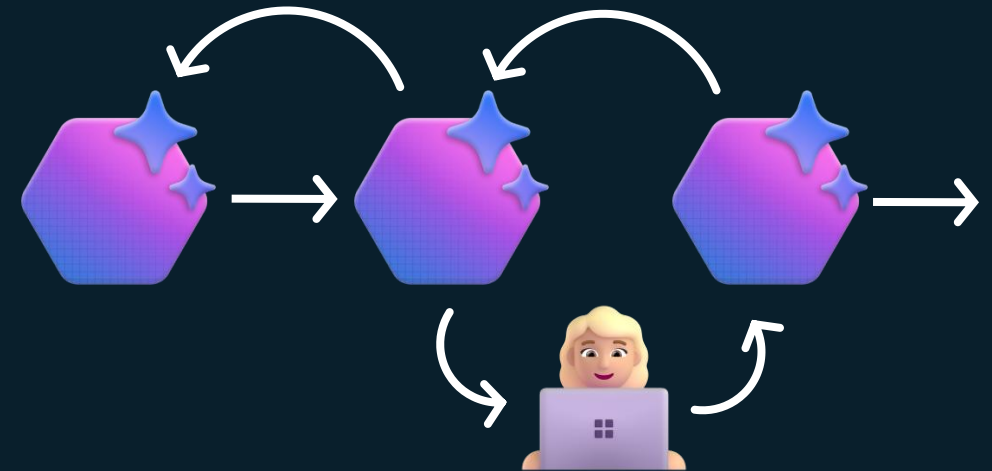
## Connected agents



Give one agent the abilities of another...

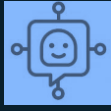
## Multi-agent workflows

Powered by Semantic Kernel



Declaratively orchestrate multiple agents.

# Agents vs Agentic AI



Autonomous software programs that perform specific tasks.

High autonomy within specific tasks.

Typically handle single, specific tasks.

Operate independently.

Acquire knowledge and adjust your approach within a particular field.

Definition

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Autonomy Level

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Task Complexity

---

Collaboration

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Learning and Adaptation



Systems of multiple AI agents collaborating to achieve complex goals.

Higher autonomy with the ability to manage multi-step, complex tasks.

Handle complex, multi-step tasks requiring coordination.

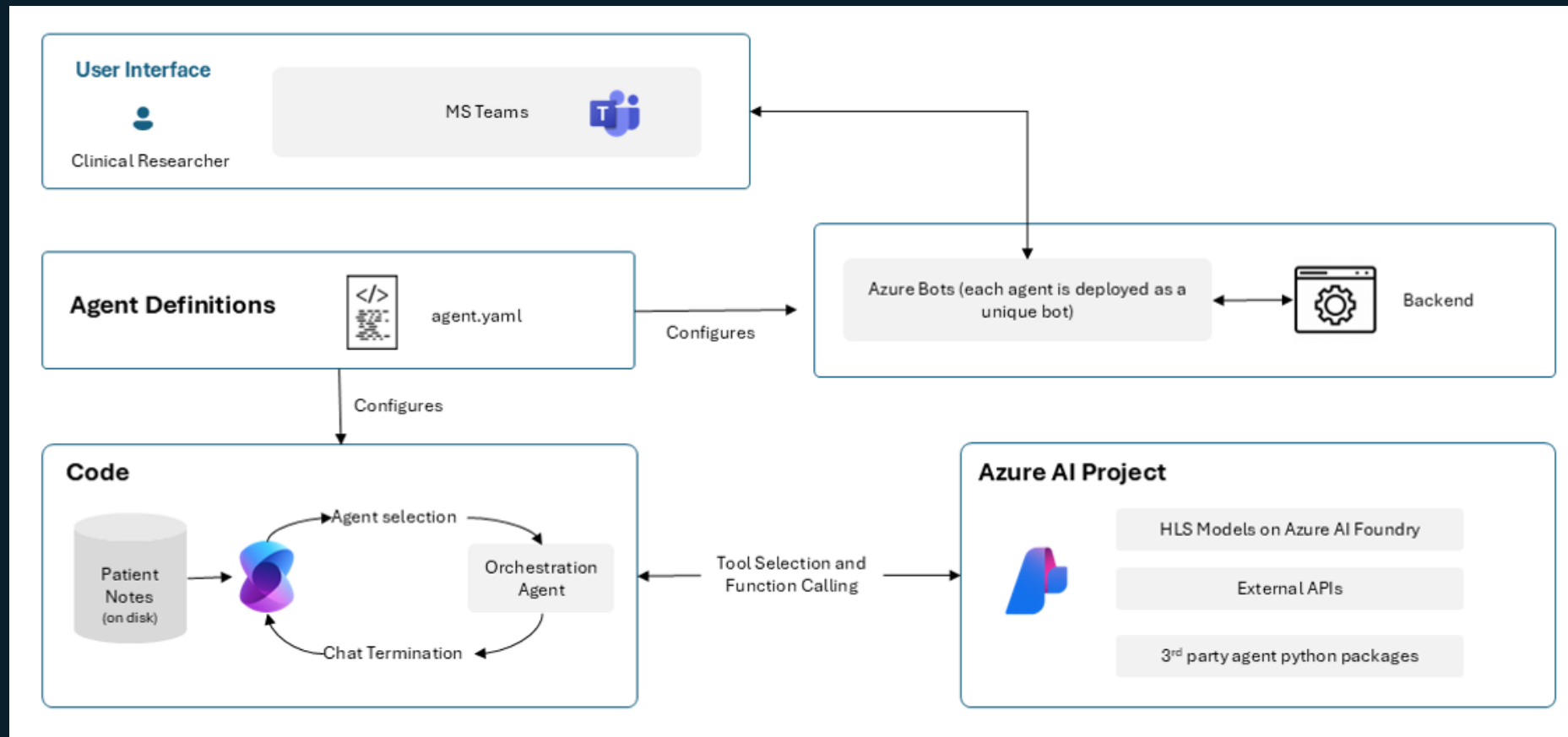
Involve multi-agent collaboration and information sharing.

Learn and adapt across a wider range of tasks and environments.



# Healthcare Agent Orchestrator

Multi-agent accelerator that coordinates modular specialized agents across diverse data types and tools like M365 and Teams to assist multi-disciplinary healthcare workflows—such as cancer care

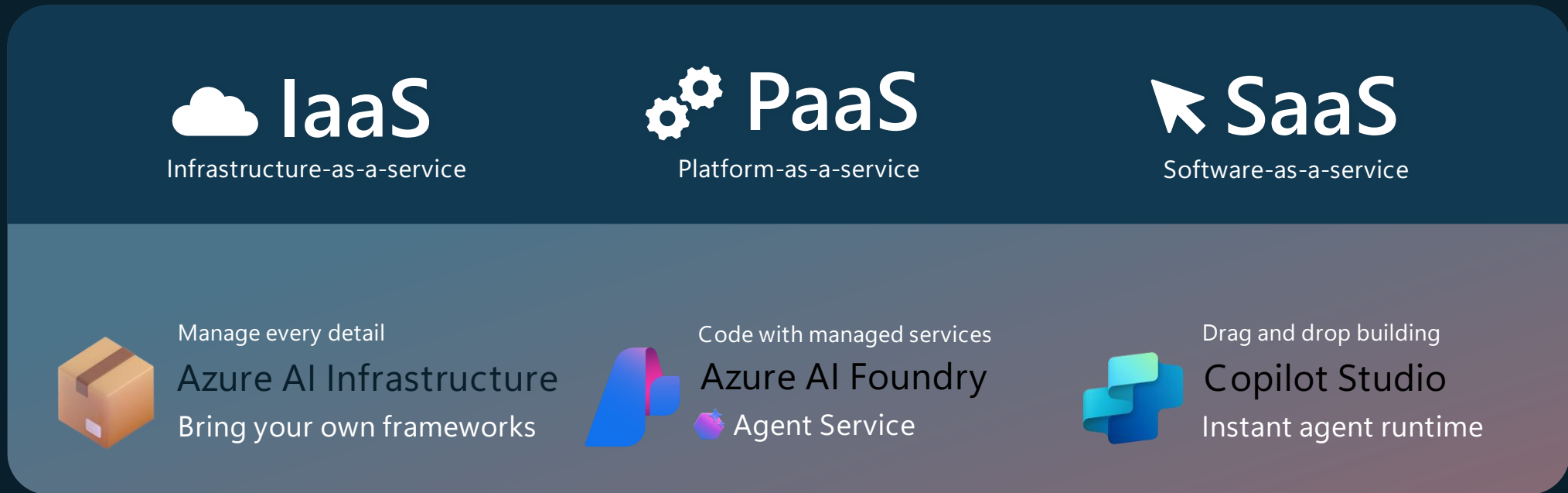


- Modular and scalable agent-based solutions for diverse healthcare needs.
- Application of multi-model AI in healthcare scenarios.
- Integrates with Copilot Studio through Microsoft Cloud for Healthcare.
- Enables integration with Microsoft Teams for collaborative workflows.
- Interoperable with Azure services and AI models such as CxrReportGen.



# Build agents, your way

Platform Integrations, ease-of-use, and development speed



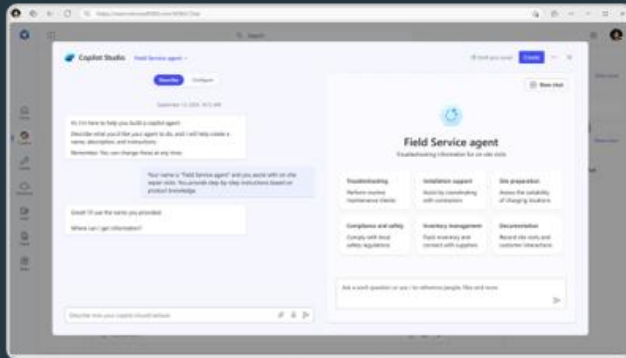
Control, visibility, and customization

# A range of tools for agent creation

No code



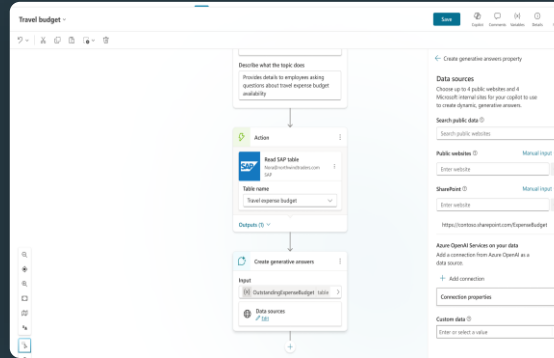
For end users



Agent builder



For makers

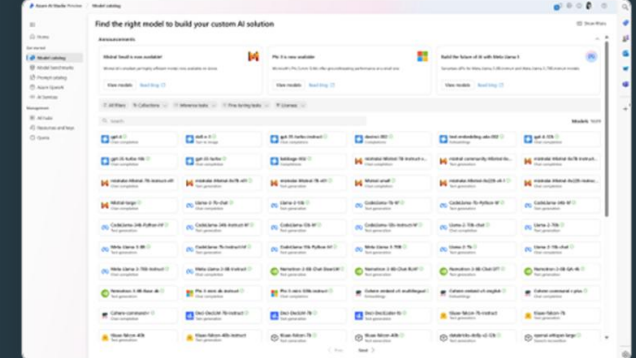


Copilot Studio



Pro code

For developers



Visual Studio Code, Copilot Studio, Azure AI Foundry

Advanced agents may introduce more risks and costs driving greater governance and security needs

# Conclusion

# 1

## **Future of Automation**

Agentic AI Automation will significantly transform work environments, streamline tasks and improve productivity across various industries.

# 2

## **Agentic AI Impact**

Agentic AI will enhance business operations by enabling faster decision-making and increasing efficiency in everyday tasks.

# 3

## **Importance of Embracing Change**

Adapting to technological advancements and understanding their implications is essential for success in the digital age of AI.

# Thank You!

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