



# Future of the workforce:

## How AI agents will transform enterprise workflows

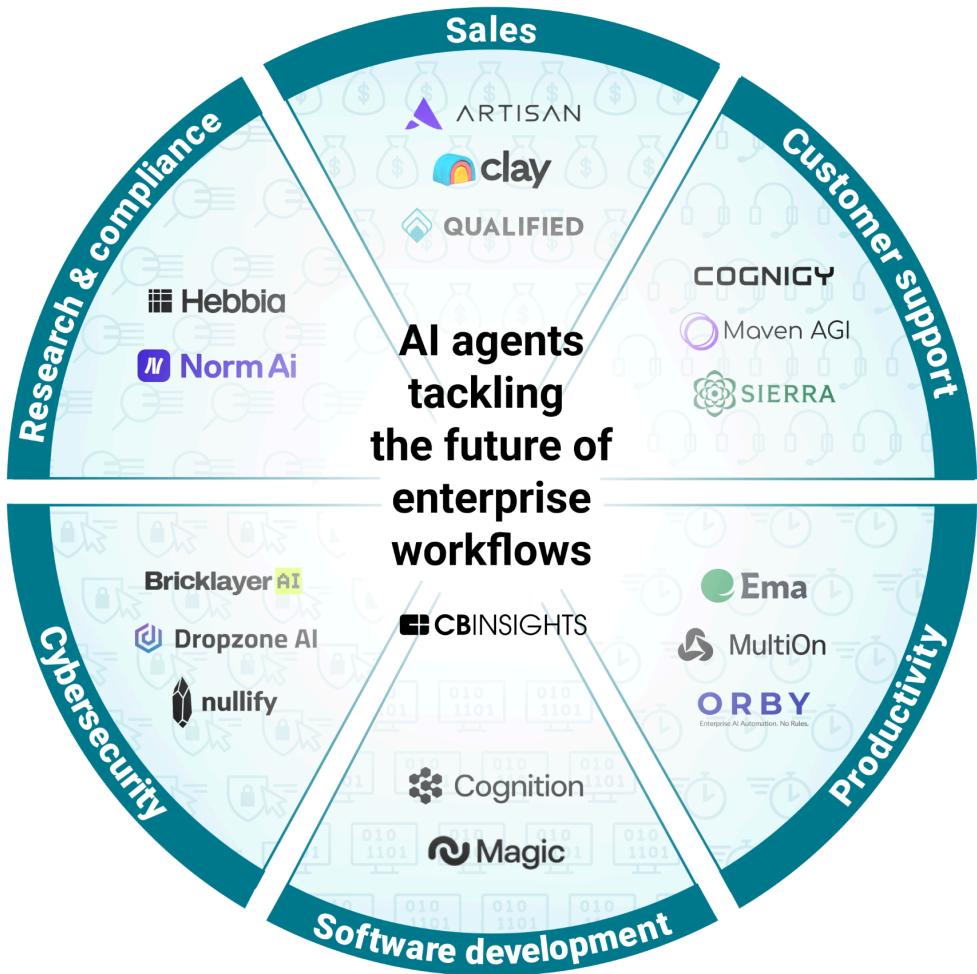
We dive into what agents are, their limitations, key companies, and implications for the future of work.

The idea of autonomous AI agents – LLM-powered bots that can independently reason and execute tasks – [caught on like wildfire](#) in 2023, marking an important evolution beyond chatbots and copilots.

OpenAI CEO Sam Altman has described agents as “AI’s killer function” as recently as May 2024.

Now, the space is seeing a proliferation of startups: More than [50 companies](#) have emerged since 2022 focusing on agents, agentic workflows, and agent infrastructure.

While much of the tech remains limited in its ability to execute tasks reliably, use cases are gaining traction in horizontal enterprise applications like customer support, sales, and engineering.



Includes leading privately held startups developing AI agents based on a minimum Mosaic score of 500. Not exhaustive of companies in the space.

**CB INSIGHTS**

As AI agents evolve to tackle more complex workflows, the implications for enterprises and their workforces will be far-reaching, from replacing customer service reps and SDRs to augmenting compliance efforts and more.

Below, we use CB Insights data to dig into:

- What AI agents are, current limitations, & the companies emerging in the space
- Horizontal applications gaining traction
- Industry applications on the horizon
- Looking ahead

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*Note: Companies profiled in this report are working on various levels of autonomy, from agentic, LLM-powered workflows to fully autonomous agents.*

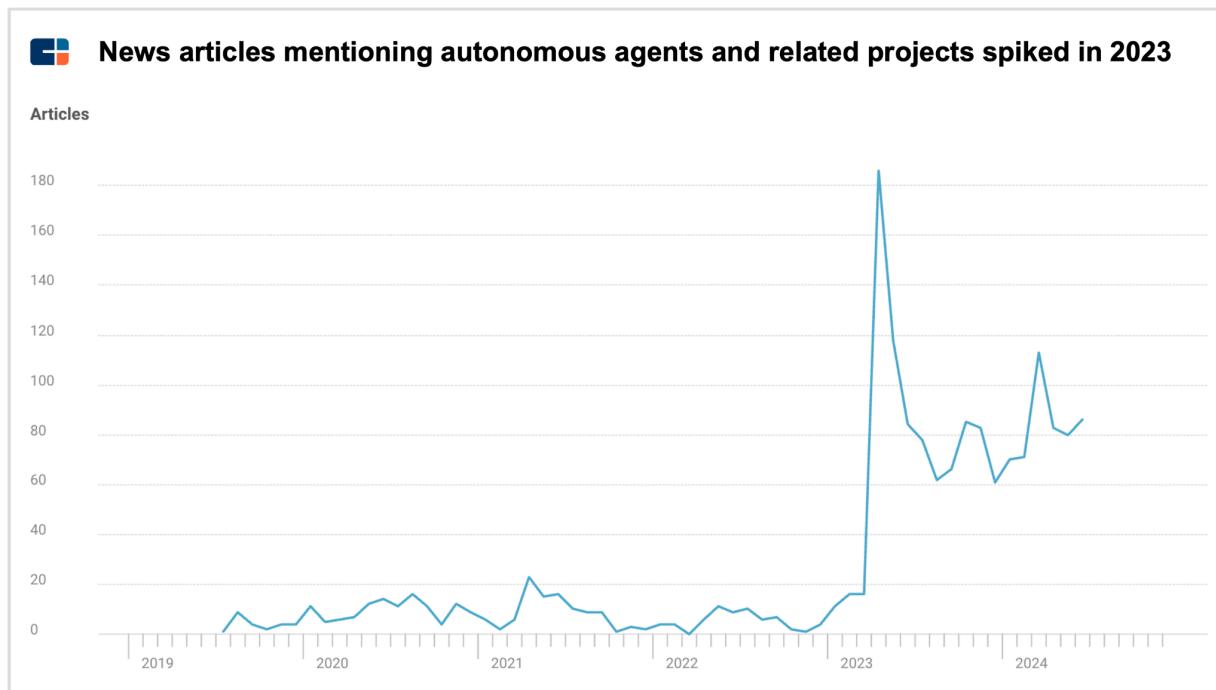
## The state of AI agents

Generative AI has revolutionized language processing, enabling tasks from creative writing to code generation, with ChatGPT's 2022 release bringing the tech to hundreds of millions of users.

Since then, a range of chatbots and copilots have emerged, leveraging LLMs to answer user questions, summarize documents, complete software code, and more.

Agents mark an important evolution beyond chatbots and copilots: AI agents can tackle complex tasks on a user's behalf. They can use websites, schedule meetings, plan vacations, and more.

While AI agents haven't fully taken off since interest in them surged in 2023, the tech is evolving quickly and becoming more capable – with varying degrees of autonomy. We examine what agents are, their limitations, and the landscape below.



Source: CB Insights [news mentions search](#)

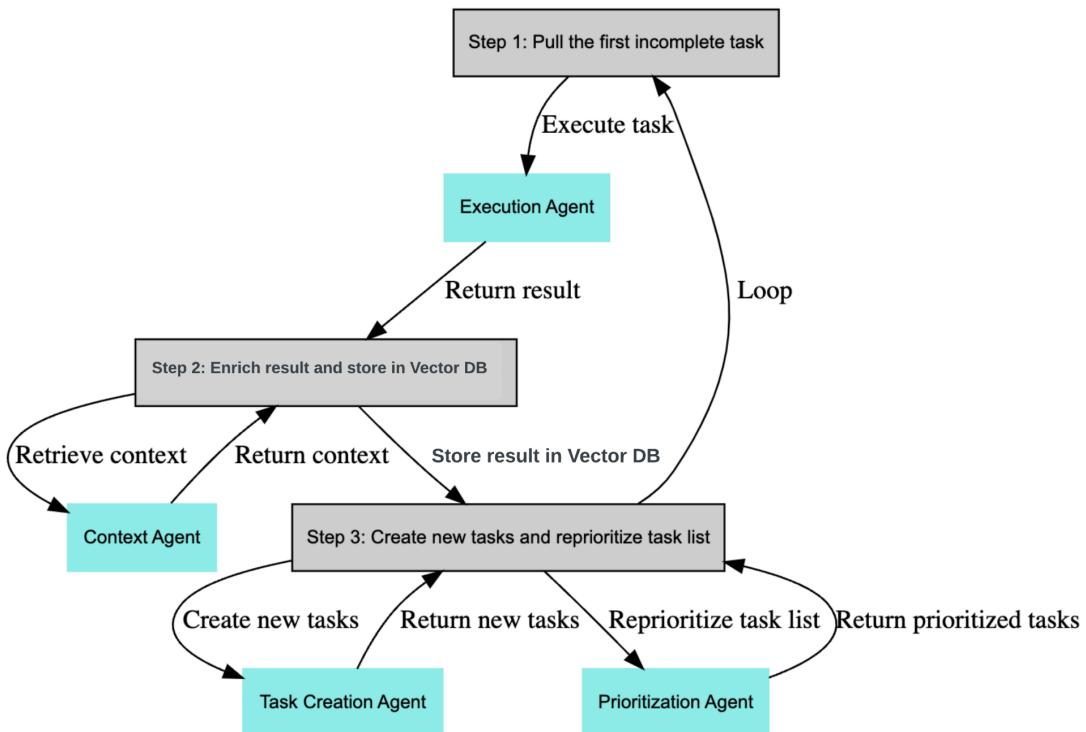
## How AI agents work

Autonomous agents are AI systems that can pursue a goal without needing humans to tell them what to do and when. If given an objective, they can create tasks, complete those tasks, and re-prioritize them until reaching the objective.

Integral components of these systems include foundation models (for reasoning and analysis), tool use (to interact with the internet and other software or apps), and memory access.

Early projects released in 2023 highlight this framework, from the open-sourced [AutoGPT](#), which saw massive interest from the developer community, to its simpler cousin BabyAGI.

For example, BabyAGI (illustrated below), when given an objective by the user, will loop to execute on it, relying on “agents” (e.g., OpenAI’s GPT-4 model) to complete tasks, pulling in context from the LLM and storing completed tasks in memory (using a [vector database](#)).



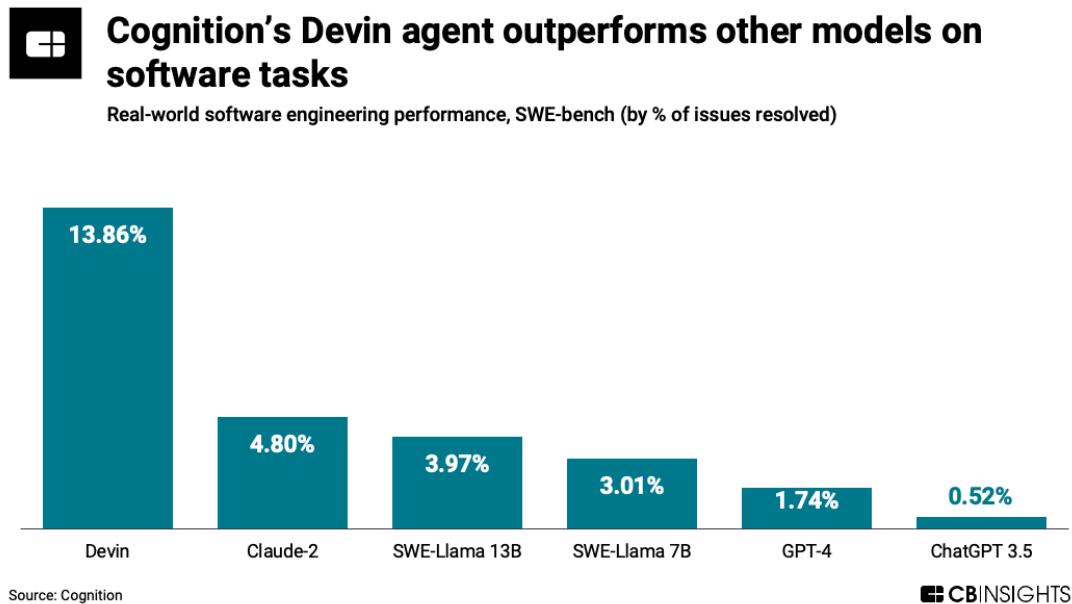
Source: Yoheinakajima/BabyAGI

## **Limitations include complex reasoning & planning and tool use**

Despite compelling demos – from booking flights to conducting market research – fully autonomous agents are still in the early adoption phase.

Current agent projects are limited in their ability to execute tasks reliably, especially those aiming to work across the entire internet with its array of websites, error states, and unpredictable user interfaces.

One of the most advanced software engineer agents – [Cognition](#)'s Devin – is able to resolve just 14% of issues unassisted, based on SWE-bench, a benchmark that evaluates agents' ability to resolve real GitHub issues in open-source projects. This still places it far ahead of other models.



*Source: Cognition*

Meanwhile, [OpenAI](#) reportedly still considers its technology to be at the “chatbot” stage (AI with conversational language), though it claims it is approaching “reasoners” (problem-solving like a human). The company reckons that the third level – full-fledged agents that can handle complex actions for users – has not arrived yet.

One challenge is getting LLMs to interact accurately with webpages and outside tools through APIs – a key feature of agents expected to perform complex tasks across software platforms. They also need to chain multiple functions logically, with no room for hallucination.

For example, AI devices like [Rabbit](#)'s R1 and the [Humane](#) Ai Pin, which rely on large models, have struggled to actually follow through on tasks, like ordering an Uber or queuing up songs on Spotify when asked by the user.

However, some startups are exploring workarounds, such as optimizing agents to handle only a limited set of tasks, keeping humans in the loop to give feedback and steer the agent's approach, or deploying a secondary agent to check the first one's work.

For instance, [Sierra](#), which is focused on customer support applications, uses a multi-agent approach. One [Sierra customer we interviewed](#) described it as a "check system":



The other thing that's really unique about them is **they've got a check system. They don't have just one AI agent working on our project. They have two.** Before it actually responds to you, in a nanosecond, it bounces the answer off of another AI agent. That agent says, "Yes, this sounds like something that [the brand] would say," and then it feeds it back and then it responds to you. **There's this checks and balances system that allows it to make sure that it's actually responding appropriately to those answers.** If it's not, it'll go back and work out the problem with itself, and then it'll go back to the consumer, or it'll transfer it to a human agent if it doesn't feel like it can adequately answer it.

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**Director of Marketing,**  
Consumer goods company

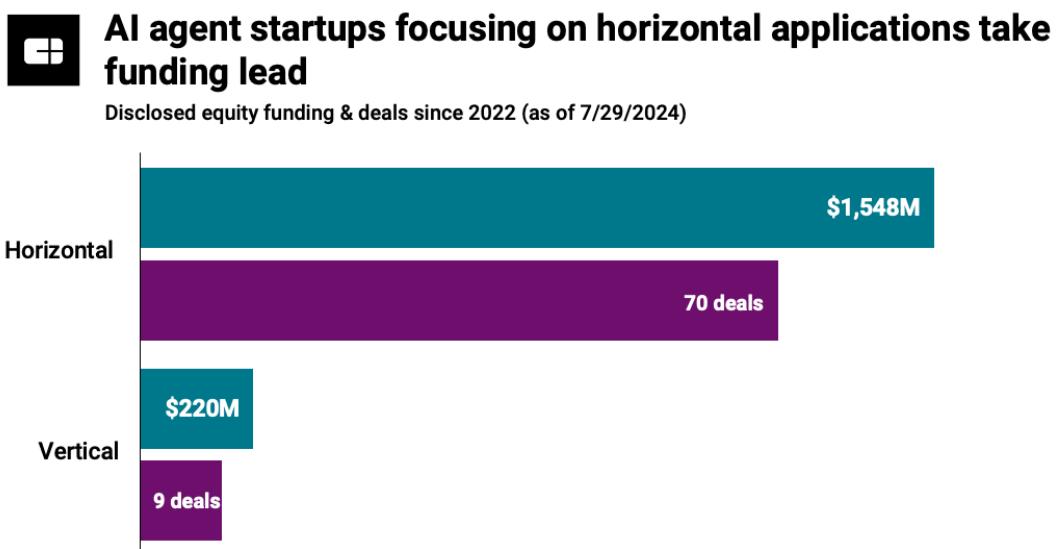


## The AI agent landscape

### Horizontal applications dominate

Alongside the active community of open-source AI agent projects, the landscape of VC-backed agent startups is dominated by a focus on horizontal applications — across sales, customer support, and other enterprise and general productivity workflows.

Startups focusing on vertical-specific applications remain limited today based on our analysis.



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The vast majority of [startups developing agents are targeting businesses](#), not consumers. They're vying to replace the roles of SDRs, software developers, compliance analysts, customer service reps, and more.

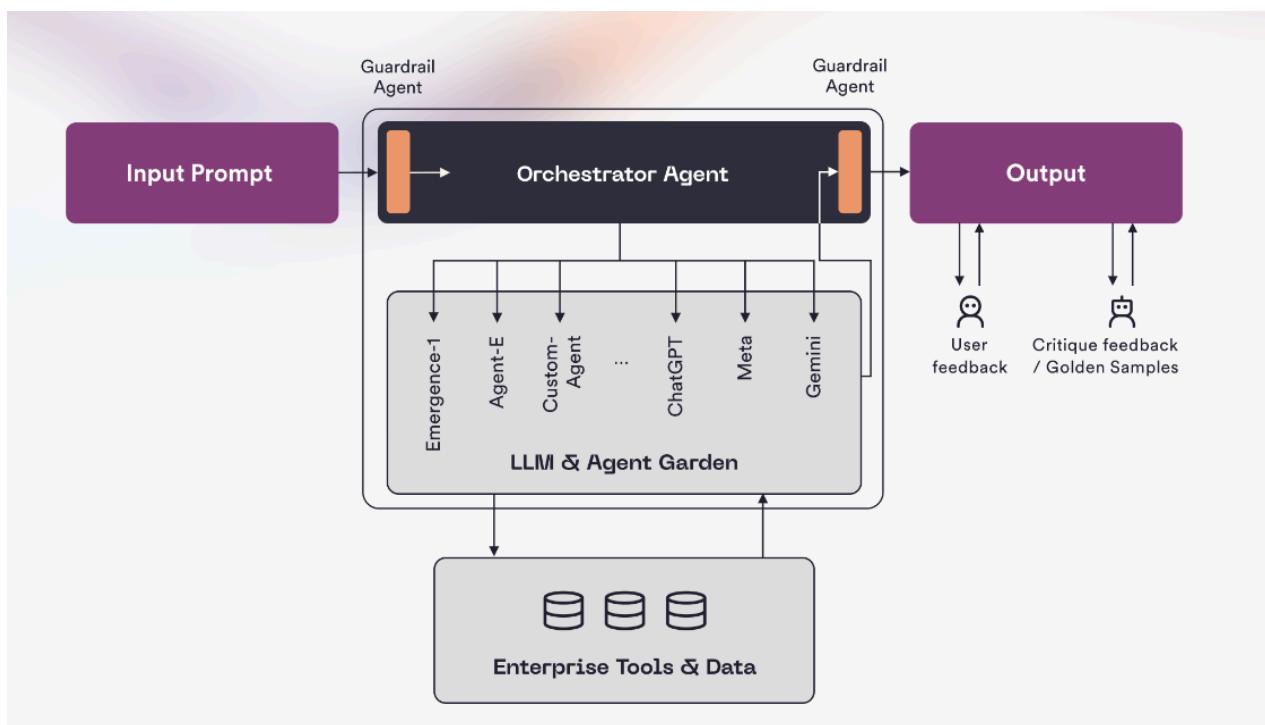
The implications will be far-reaching — from augmenting or replacing companies' employees day-to-day to eventually becoming the outside face of companies to their customers.

## Agent infrastructure tools emerge

Companies in the AI infrastructure space are making it easier for developers to build AI agents.

For example, [LangChain](#) offers an open-source framework for building LLM applications, including agents. Meanwhile, Y Combinator-backed [Zep AI](#), which integrates with LangChain, is building “long-term memory” for developers’ agent applications.

Emergence AI, a division of [Merlyn Mind](#) that came out of stealth in June 2024 with nearly \$100M in funding, is building an “Orchestrator agent” that routes tasks to the best LLM or agent.



Source: *Emergence*

Startups are also emerging to make it easier for AI agents to interact with the web.

For example, [Browserbase](#)’s platform allows developers to automate web interactions with AI and headless browsers (web browsers without a graphical user interface that can be controlled programmatically), as highlighted by its CB Insights Scouting Report.

## Browserbase's platform enables automated web interactions with AI and headless browsers

The screenshot shows a dark-themed CB Insights Scouting Report page. At the top left is a green star icon and the text "Scouting Report". At the top right is the CB Insights logo. Below the header are two buttons: "Export" and "Copy link". The main content area features a red square icon with a white letter "B" and the word "Browserbase". To the right of the icon is the text "Generated by CB Insights". Below this, the title "Browserbase Scouting Report" is displayed in bold. A section titled "Business Model" contains a bulleted list: "Core Products/Services: Offers browser infrastructure services designed for AI agents and applications. Key features include configurable fingerprinting, automatic Captcha solving, and proxy integration, all aimed at enabling undetectable automation for web interactions." A small blue bracket [2] is placed after the end of the sentence.

Source: CB Insights [Browserbase Scouting Report](#)

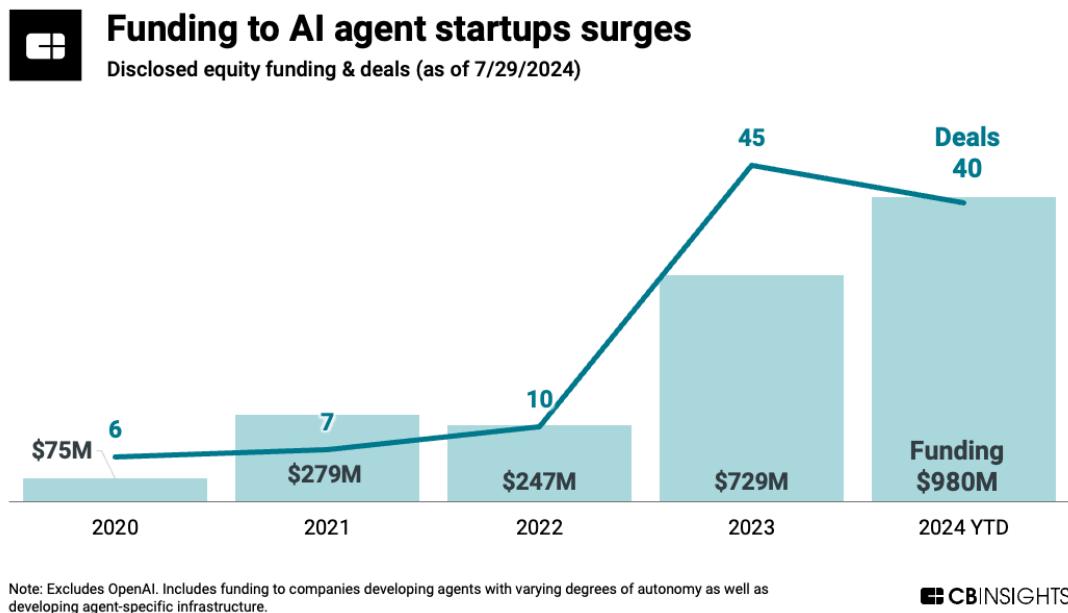
Another company here, [Anon](#), was founded to help solve authentication challenges that AI agents face online, such as entering usernames and passwords securely. The company offers developers a software development kit (SDK) that enables agents to authenticate on behalf of their users as they navigate websites.

### Investment surges

Companies focusing on agents are seeing surging levels of investment and deals in 2024 so far (this excludes OpenAI, which works across numerous AI areas).

Top-funded companies include [Adept](#) (\$415M in total funding), [Imbue](#) (\$232M), and Cognition AI (\$196M).

Notably, Adept's leadership was effectively acqui-hired by [Amazon](#) in June 2024, though the remaining team plans to focus on agentic AI.



Source: CB Insights [advanced search](#)

The [most active investors in the space](#) are Y Combinator, having backed 12 startups here, and Abstract Ventures, with 5.

Corporate investors are also eyeing the space: Citi Ventures and New York Life Ventures both backed compliance-focused [Norm Ai](#), while Workday Ventures and Atlassian Ventures invested in Adept.

### Big tech jumps into the fray

[Microsoft](#), [Google](#), and Amazon all have agent projects in motion.

- **Microsoft** announced in May 2024 an extension of its Copilot tools as “team members,” with new capabilities to develop agents that automate workflows.
- **Google’s DeepMind** debuted Project Astra at its developer conference in May 2024. Project Astra is a “universal AI agent” that functions as a multimodal AI assistant, able to interact with users via video, image, speech, and text. Alphabet CEO Sundar Pichai described the project on the company’s Q2’24 earnings call as a “glimpse of the future”:

## Google looks to build a “universal agent” for daily life

Earnings calls Q2 2024

CB INSIGHTS

▶ 06:08 Sundar Pichai

For a glimpse of the future, I hope you saw Project Astra at IO. It shows multimodal understanding and natural conversational capabilities. We've always wanted to build a universal agent and it's an early look at how they can be helpful in daily life. Our AI product advances come from our long standing foundation of research leadership as well as our global network of infrastructure.

1x 15 ◀ ▶ 15 ⏪ ⏩ ⏴

Source: CB Insights [Alphabet earnings call transcripts](#)

- **Amazon** brought on Adept's co-founders and will license its tech as of June 2024. In a memo to employees, Rohit Prasad, who heads up Amazon's Artificial General Intelligence (AGI) team, said the move "will accelerate our roadmap for building digital agents that can automate software workflows."

On the investment side, Google Ventures has backed [Hebbia](#) and [Cognosys](#). The Amazon Alexa Fund also invested in [MultiOn](#)'s January 2024 seed round and Imbue's Series B.

## Horizontal applications & impacts

The vast majority of AI agent startups are focused on automating workflows that cross company departments. Leading categories, which we dive into below, include customer support, sales, and software development.

### Customer support reps are at high risk of AI automation

AI has been a feature of the contact center and customer support landscape for years.

For example, [one buyer we spoke with](#) replaced 135 full-time employees (FTE) involved in call routing in 2019 by leveraging Google's Contact Center AI Dialogflow solution.



The Google Dialogflow solution was part of our voicebot, and what was driving the voicebot was a broad, simple use case of switchboards. We would take calls into the stores, and then the switchboard would understand the caller intent and route the caller directly to the extension, managing the caller being serviced at that particular extension. **There were around 135 FTE in this activity, and we replaced them with a chatbot. As part of the chatbot, we needed an inferencing engine or machine learning/AI to understand the utterance and match it to a particular intent that we could then match to a routing point to service that specific intent.**

Manager,  
British multinational merchandiser



Source: CB Insights [Google Cloud buyer interview](#)

However, chatbots have historically been limited by rigid, rule-based responses and a lack of contextual understanding.

Now, LLMs are enabling much deeper automation and cost savings by handling more complex conversations and workflows, in turn freeing up agents' time (or replacing them altogether).

In February 2024, [Klarna](#) announced its OpenAI-powered AI assistant was doing the work of 700 full-time customer service agents after being live for 1 month. The assistant is expected to deliver \$40M in annual savings.

In our conversations with customers, it's clear that AI agents will increasingly handle the tasks of human support agents — a role in which nearly 3M Americans are employed, as of 2022, per Bureau of Labor Statistics (BLS) data.

Sierra, co-founded by former Salesforce CEO Bret Taylor, has raised \$110M since its founding in 2023 to build customer service AI agents. [This Sierra retailer customer](#) is leveraging the company's AI agents to deal with the "need to flex temporary teams during high volume periods":



**My stretch goal for everybody is 4.75/5 CSAT. We're consistently seeing the AI agents and our human agents deliver around a 4.5. It's competing and it's on par with what our human agents are doing...The second KPI we're looking at is actual cost per ticket handled...I want to make sure that the cost of Sierra is equal to or lower than the human agent cost.** We're also looking at resolution rate — the percentage of tickets that the AI agent is getting and resolving itself 100% without needing to escalate to a human agent. **Right now, we're seeing about a 60% resolution rate, which is great because it's made me not have to hire the temporary staff** on the ticket side that I've hired in previous summers.

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Director of Marketing,  
Consumer goods company



Source: CB Insights [Sierra buyer interview](#)

An older group of AI customer support companies, which emerged prior to LLMs' mainstream arrival, are also pivoting to focus on AI agents. These include [Ada](#), [Forethought](#), and [Intercom](#), as well as [Cognigy](#), which raised \$100M in Series C funding in June 2024 to scale its contact center agents.

Looking ahead, expect voice solutions to come more into focus. For instance, [Fixie](#), which initially developed chat-based AI agents, has switched its focus to real-time voice interactions.

Meanwhile, [this Sierra buyer said](#),

*"I expect our AI usage to really increase as Sierra onboards voice, which they're thinking about doing by the end of [2024]. I'm considering not turning it on full time, but potentially turning it on and off hours when our agents aren't working to be able to solve those consumer inquiries when we don't have active phone support available."*

Other [buyers](#) are looking to leverage AI agents to bring new levels of personalization to their customers outside of just conversational support interactions:

*"How can we leverage AI to predict preferences or lead to tailored product recommendations or personalization in marketing, etc.? I see that's one potential area of opportunity that could be a part of a customer experience Sierra model."*

## Sales "AI SDRs" is a crowded market

One of the most active categories in terms of company activity is startups developing autonomous sales reps that can scale outbound automation. They research, route, and qualify leads, personalize messages, and book meetings.

[Clay](#) (\$62M in total funding), for example, is developing "Claygent," its AI tool focusing on data enrichment and sales prospecting. Other established companies focusing on broader SDR workflows include [Qualified](#) (\$163M in total funding), which launched Piper, its AI SDR, in April 2024.

## AI sales development representatives (SDRs)

Enterprise Tech / Sales &amp; Customer Service

Market ranking updated: 07/29/24

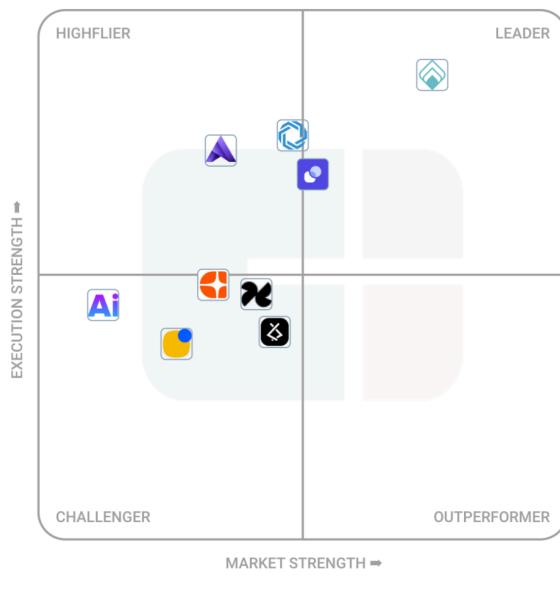
Overview

ESP Ranking

Scorecard

Market Data

All Companies



### Market Overview

The AI sales development representatives (SDRs) market consists of AI-powered tools to perform help companies build their sales pipeline by prospecting for qualified sales leads. Common capabilities of solutions in this market include sending personalized outreach emails, lead research, and scheduling meetings. Most solutions in this market are marketing themselves as autonomous, requiring little to no oversight from a human worker for most tasks. Common metrics in this market to measure these tools include email open and reply rates, and also meetings conversion rates.

### ESP Ranked Companies (i)

#### Leader (L)



Qualified



Relevance AI

#### Highflier (H)



Regie.ai



Artisan AI

#### Challenger (C)



11xAI



Clodura



Reply



Lyzr



AisDR

Source: CB Insights [AI SDRs market report](#)

Founded just last year, [11xAI](#) has scaled to \$2M in ARR as of March 2024 with Alice, its AI SDR. The company primarily offers a task-based pricing model – charging for completed tasks like identifying and researching accounts, preparing outreach, and scheduling meetings.

For example, [one Sales Operation Manager who's a customer of 11xAI](#) pointed to the usefulness of the tool to replace SDRs, but also noted concerns about AI-generated email fatigue:

## Transcript

Introductions	Analyst	If you had to give me a number on a scale from 1-10, one is low, 10 is high, for your overall satisfaction so far with your 11x experience, what number would you give me at the moment?
Evaluation Structure		
Solution Specifics		
Post Deployment	Customer	There's so many factors playing into that question. I think I would give you a seven because I really like the tool. I really like how much you can save by using that tool instead of having an SDR team. A lot of the new features that they are bringing into the platform will be very, very valuable. I don't necessarily think that it's 11x's fault that I feel like we are reaching a point of email prospecting fatigue. It's been a while since I opened an email that obviously was someone who was trying to sell me something, because I know by now that it's most likely created by an AI.
Current usage		
Satisfaction		
Growth opportunities		
Renewal intent		
Competitors		
Pricing & Packaging		I think the people who don't know that by now will very soon realize that it's created by AI. The tool itself is really good. It's really intuitive.

Source: CB Insights [11xAI buyer interview](#)

Another common point of concern is the trustworthiness and quality of the messaging:

- [Clay customer](#) (CSAT: 7/10): “Another way is that when we’re using the Claygent capabilities, all the different AI capabilities that you can use, even though it shows its work and it explains the logic or the rationale that it’s using, a lot of times, **we just aren’t fully trustworthy of it yet. We have humans double-checking every single thing.** It does the work for you, but we don’t trust it yet.”
- [11xAI customer](#) (CSAT: 7/10): **“I think we lost a little faith in the AI’s ability to create content that we, with peace in mind, could send out to potential prospects, which I think has taken a little bit of the groundbreaking smartness out of the tool** for us because that actually means that we would just be able to set up campaigns in any other cadence tools and run them through them.”
- [11xAI customer](#) (CSAT: 5/10): “We were also selling more to the lower, middle markets or lower companies, 100 to 150 employees, which again feels like we would get more return. **The challenge – why I’m giving it a 5 – is we are actually shifting to work on enterprise companies and thereby the messaging, the**

**complexity of messaging is a lot more sophisticated.** Therefore again, the returns aren't there compared to if you would message the lower / mid-market."

The prospect of automating many of the repetitive tasks SDRs do every day is driving activity and interest in the market. However, more sophisticated messaging and personalization, and better incorporation of intent signals, will be key for buyers evaluating solutions in the market.

### **Software development agents look to go beyond copilots**

Coding copilots are becoming [standard-issue tools at enterprises](#).

Oil & gas major [BP](#) said on a recent earnings call that it needs "70% less coders from 3rd parties" thanks to AI, as seen on the CBI platform below.

**BP sees big savings from genAI-powered coding**

Earnings calls Q1 FY 2024 CBINSIGHTS

▶ 06:08 Murray Auchincloss

We've done an awful lot to digitize many parts of our business, and we're now applying genAI to it. **The places that we're seeing tremendous results on are coding. We need 70% less coders from 3rd parties to code as the AI handles most of the coding.** The human only needs to look at the final 30% to validate it. That's a big savings for the company moving forward

00:00 39:36

1x 15 15

Source: CB Insights [BP earnings call transcripts](#)

The AI-powered coding assistant scene has exploded, with startups raising massive funding, alongside products from big tech like Microsoft's GitHub Copilot, [Meta](#)'s open-source Code Llama, and Amazon's CodeWhisperer.

Companies like Cognition and [Magic](#) are aiming for true coding agents that can replace the work of human engineers — as opposed to assistants that suggest code snippets.

The tech is still early, and quality remains a major challenge.

This [Magic customer](#) — an AI cloud software developer lead at a Fortune 500 company — highlighted 3 issues in a recent interview: 1) lack of originality in the written code; 2) privacy and data concerns; and 3) excess “fat” in the code.

But the opportunity is large. There are 1.8M software engineers in the US with a median pay of \$130K per year, per BLS data, driving a combined annual spend of over \$230B. Given the high cost and extensive need for developers, we anticipate continued investment and adoption in the space. Expect other companies in the copilot space to begin developing agentic workflows as well.

## Cybersecurity is an emerging category

One emerging horizontal application of agents is in security operations — for example, investigating alerts, generating reports, and eventually deploying fixes for vulnerabilities.

[Nullify](#) is building an “AI security engineer,” while [Dropzone AI](#) is focused on creating AI SOC (security operations center) analysts, as highlighted by CBI’s Funding Insights for its recent Series A.

## Dropzone AI looks to power autonomous analysts for cybersecurity

 Funding Insights

 CB INSIGHTS



Dropzone AI 4/25/2024

Series A

### Dropzone AI enhances cyber defense with rapid incident response AI

Dropzone AI completed a Series A funding round, securing \$16.85 million in capital.

- Dropzone's platform leverages AI to potentially reduce breach investigation time from 5-40 minutes to as low as 3 minutes.
- **The company aims to relieve the global shortage of cybersecurity workers by supplementing SOC teams with AI analysts, suggestive of a strategic market positioning amidst a widespread industry challenge.**

This is an AI feature and may make mistakes. Please double-check important information.

Source: CB Insights [Dropzone AI Funding Insights](#)

### General enterprise workflow automation

One of the most robust categories of agent companies is those targeting a wide range of enterprise workflows. Applications span general productivity and research use cases.

Many startups in the category also highlight applications across functions like sales, customer service, and HR.

## Select VC-backed enterprise workflow AI agents

	Companies	Country	Founded Year	Commercial Maturity	Mosaic (Over...)
<input type="checkbox"/>	Adept	United States	2022	3: Deploying	826
<input type="checkbox"/>	Orby AI	United States	2022	2: Validating	734
<input type="checkbox"/>	Ema Unlimited	United States	2023	2: Validating	762
<input type="checkbox"/>	Relevance AI	Australia	2020	4: Scaling	552
<input type="checkbox"/>	Respell	United States	2022	2: Validating	446
<input type="checkbox"/>	Twin	France	2023	1: Emerging	532
<input type="checkbox"/>	CognosysAI	Canada	2023	3: Deploying	419
<input type="checkbox"/>	Perhaps	Chile	2023	3: Deploying	480

Source: CB Insights [advanced search](#)

Enterprise adoption is already starting to happen, based on company customer data and our buyer interviews.

For example, Accel-backed [Ema](#), a [2024 CB Insights AI 100 winner](#), advertises itself as a “universal AI employee” targeting a range of functions and industries. The company’s customers include TrueLayer and Moneyview.

Another company here is early-stage [Respell](#), which helps businesses build workflows using models from OpenAI, Cohere, Anthropic, and other providers. One Respell customer we spoke with — a director of data engineering at a \$50M+ funded data platform — leverages Respell for a number of sales and marketing use cases:

- Customer utilizes Respell for ad hoc and ongoing tasks across various teams.
- Customer sought to leverage AI for competitive advantage and operational efficiency.
- Pricing: Flat fee of \$10,000/year, unlimited users, additional LLM provider costs.

## Transcript

Introductions	grabs all the previous interactions, a lot of semi-structured data. It's Gong calls or summaries from Gong calls or emails with the subject lines or information about who those people are, their title, enrichment information coming from Apollo primarily.
Evaluation Structure	
Solution Specifics	
Post Deployment	
<b>Current usage</b>	We take that, send it into Respell. We have some pretty detailed system instructions, but then that actually outputs a lead primer. Before the salesperson goes into meeting, they can read a pretty quick synopsis of these past interactions we've had with this person, either this individual or their company along with any next steps or points of failure in the past. It's just a really easy way for that person to understand what exactly they're about to walk into. Presumably, they would be doing research about the company anyway before they go into a call, but this is a way for them to understand how we've interacted with them in the past.
Growth opportunities	
Renewal intent	
Satisfaction	
Competitors	
Pricing & Packaging	That text generation, but very personalized to our use case. We've also created content for outbound emails. We do these roll up summaries

Source: CB Insights [Respell buyer interview](#)

A number of other early-stage companies in the space are working more specifically on web research and data extraction, including [Zeta Labs](#), [Reworkd](#), and [Lutra AI](#).

## Emerging industry applications & opportunities

While few agentic companies focus on single industries, we expect to see more companies “niching down” in the coming year, mirroring trends in the [broader generative AI space](#).

Agents' reliability is a bigger hurdle for sensitive, highly regulated industries like financial services and healthcare. Fully autonomous workflows may be years away, but corporations should monitor developments among companies in the space.

Below, we highlight emerging applications or opportunity areas across 5 industries.

## Financial services

While still early, two primary applications of agents in financial services are on the horizon: 1) compliance and 2) investment research.

In compliance, [Norm Ai](#) – whose backers include notable finserv CVCs and incumbents Citi Ventures, New York Life Ventures, and TIAA – is building agents trained on regulatory filings to make compliance determinations.

Another company here, [Parcha AI](#), which was founded by former Coinbase and Brex employees, emerged to build AI agents focused on compliance workflows in fintech and banking.

The company explained in a blog post the challenges of building “reliable agentic behavior” for something like compliance workflow automation:

*“While the concept of agentic behavior was promising, building reliable agentic behavior with large language models (LLMs) was a massive endeavor. **Creating general-purpose “autonomous agents” could have taken us years. ... [Our customers] would much rather have a solution that was very accurate and reliable for a subset of tasks than a fully autonomous solution that could automate a workflow end-to-end but worked only 80% of the time.**”*

Parcha has since pivoted to home in on LLM-powered workflows for KYC/KYB and due diligence – rather than having a fully autonomous agent determine and take actions.

With the reliability question still unsolved, more limited workflows will be in focus. That includes investment research.

[Hebbia](#), which raised a \$130M Series B led by a16z in May 2024, is building agents for financial services. For example, its Matrix product builds spreadsheets that mine information from files (in rows) and deliver answers to questions (in columns).

The screenshot shows a web-based application interface for Hebbia AI. At the top, there are standard OS window controls (red, yellow, green buttons) and a title bar with the URL "app.hebbia.ai". Below the title bar is a header bar with a blue square icon, the text "First Screen Project Alpha", and a message: "We are meeting the management team of Project Alpha tomorrow. Draft a DD agenda based on your assessment of their key documents." To the right of the message are two buttons: "Add documents" and "Add columns".

The main area is a table with the following data:

	Document	Date	Document Type	Investment Highlights	Investment Risks	Mistakes
1	FY2024 P&L	Jan 18, 2024	Financials	Revenue: Figures for Project Alpha over t...	Increasing Costs: There have been increa...	Reading... •
2	Project Alpha CIM	Apr 29, 2024	Marketing Materials	Reading...	Key Omissions: Risk factors that are not d...	Reading... •
3	Product Overview Project Alpha	Feb 26, 2024	Product	Flexible: Product is adaptable for a variet...	Near Term Product Changes: Current pro...	Reading... •
4	Product Roadmap	Feb 26, 2024	Product	Integrations: Prioritized over the near ter...	Reading...	• Reading... •
5	Expert Calls Project Alpha	Mar 12, 2024	Customer	Reading...	Reading...	• Reading... •
6	Customer Reference Calls	Mar 18, 2024	Reading...	• Early Market Leadership: The company h...	Reading...	• Reading... •
7	Market Report	Mar 30, 2024	Reading...	• Reading...	• Reading...	• Reading... •
8	Consolidated Customer Contracts	Reading...	• Reading...	• Reading...	• Reading...	• Reading... •
9	Pipeline	Reading...	• Reading...	• Reading...	• Reading...	• Reading... •
10	Employee Contracts	Reading...	• Reading...	• Reading...	• Reading...	• Reading... •
11	Vendor Contracts	Reading...	• Reading...	• Reading...	• Reading...	• Reading... •
12	ESG Policy	Reading...	• Reading...	• Reading...	• Reading...	• Reading... •
+	Add row					

Source: Hebbia via a16z

## Insurance

Applications of agents in insurance include underwriting and claims processing.

Tech providers are already eyeing [genAI-powered underwriting workflows](#).

## Guidewire highlights the opportunity to use genAI for underwriting

Earnings Insights

CBINSIGHTS



### Guidewire's cloud momentum accelerates with strong Q3 results

The company expressed **increased bullishness on the transformative potential of generative AI** for the insurance industry compared to previous discussions. **Management highlighted the opportunity to leverage AI for improved underwriting**, pricing, and operational efficiency, and positioned Guidewire's cloud platform as uniquely suited to help customers capitalize on these emerging technologies.

This is an AI feature and may make mistakes. Please double-check important information.

Source: CB Insights [Guidewire Earnings Insights](#)

The next step will be more agentic workflows. For example, [Roots Automation](#) – which offers an insurance-focused LLM centered on unstructured data and an AI underwriting assistant – raised a funding round from Erie Strategic Ventures in January 2024.

## Healthcare

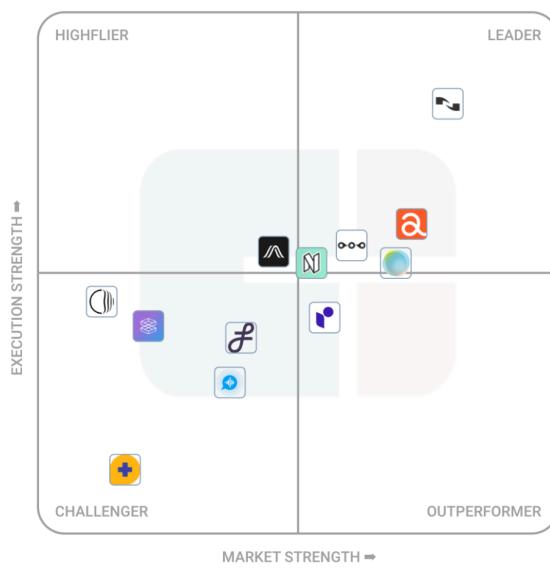
Based on our analysis of the market, autonomous solutions in healthcare have yet to emerge – though some agent companies like Ema advertise healthcare-specific applications such as a pharmacy assistant.

Monitor the [medical scribes market](#) for the development of more advanced workflows – an already active generative AI market where copilots are automating tedious tasks like documentation.

## Virtual medical scribes & summarization tools

Healthcare & Life Sciences / Care Delivery & Navigation Tech Market ranking updated: 05/28/24

Overview ESP Ranking Scorecard Market Data All Companies



### Market Overview

The virtual medical scribes & summarization tools market is an emerging field that focuses on using technology to assist healthcare providers with medical documentation and administrative tasks. This market offers a range of solutions that use artificial intelligence and natural language processing to transcribe patient encounters, generate visit summaries, and facilitate communication between healthcare providers. By using virtual medical scribes & summarization tools, healthcare providers can reduce the time it takes to complete medical documentation, spend more time with patients, improve the accuracy and completeness of patient records, and enhance care coordination.

### ESP Ranked Companies i

#### Leader i

Nuance Communications Abridge Suki

#### Outperformer i

Speechmatics Nabla

#### Highflier i

Ambience

Source: CB Insights [Virtual medical scribes & summarization tools market](#)

## Industrials

Companies are developing [industrial autonomous agents](#) that optimize processes and equipment – including control systems, robots, and other industrial machines – without needing humans.

For example, [Composabl](#) launched its autonomous agent in May 2024. It uses LLMs to automatically control and optimize industrial equipment, with early adopters like Rockwell Automation and RoviSys already experiencing success.

In the long term, as humanoid robot development progresses, humanoids are likely to gain even more advanced decision-making capabilities (i.e., agentic behaviors) to overcome unexpected challenges or adapt to their environments in ways that dramatically increase their autonomy and effectiveness.

Learn more [about applications of humanoid robots here](#).

## Gaming

While a number of companies are developing [genAI-powered NPCs \(non-player characters\) for games](#), some are going a step further.

DeepMind published research in March 2024 on a “generalist AI agent for 3D virtual settings.” The agent can understand and navigate different game environments as well as carry out tasks as a human could.

Meanwhile, [Altera](#) is a research lab working on “digital human beings.” Its first product is an agent that can play alongside users in Minecraft. The company raised \$9M in seed funding in April 2024.

### Altera focuses on agents for gaming environments

The screenshot shows a news article from CB Insights' Funding Insights section. The header includes the CB Insights logo and the word "Funding Insights". The main content is about Altera's seed funding. It features the company name "Altera" in a large font, the date "4/24/2024", and the funding stage "Seed VC". Below the title, the text reads: "Altera's seed funding fuels expansion of AI-driven gaming companions". A bulleted list follows, with the second item highlighted in green: "The Altera agents are designed not just as assistants, but as autonomous entities, suggesting a move towards more interactive and human-like AI companies in gaming and potentially broader markets." At the bottom of the article, a note states: "This is an AI feature and may make mistakes. Please double-check important information."

Source: CB Insights [Altera Funding Insights](#)

Expect to see far more activity and research related to gaming, given it offers a pre-made digital playground already optimized for humans to engage with.

Developments here may have implications for the broader AI agent space. As DeepMind highlighted in March, “Video games are a key proving ground for artificial intelligence (AI) systems. Like the real world, games are rich learning environments with responsive, real-time settings and ever-changing goals.”

## Looking ahead

More companies currently in the workflow automation and copilot/assistant space will move toward becoming (or at least trying to become) fully autonomous solutions.

At the same time, given that many of these agents are unproven — and still largely unreliable — we remain years away from widespread enterprise adoption.

Lack of trust will be the biggest barrier to adoption. In response, companies like [Vijil](#) — which raised \$6M in funding from investors including Google’s Gradient Ventures in July 2024 — are building security solutions to evaluate AI agents’ behavior and trustworthiness.

Eventually, LLMs may become sophisticated enough to solve the reasoning and planning hurdles that agents currently face. Though another intelligence architecture altogether may be necessary to solve the “non-linguistic aspects to thinking and reasoning,” as Sequoia Capital’s Sonya Huang and Pat Grady write, to achieve higher accuracy.

In the meantime, expect some shaking out of the space — the most notable recent example being Amazon’s acqui-hire of Adept’s leadership. Other companies like Imbue, which raised over \$200M in 2023, have yet to release a product.

But the promise of an empowered digital workforce remains — a trend that would reshape industries as we know them. As AI agents proliferate across enterprises, multi-agent architectures will emerge to manage them effectively, such as having a lead agent coordinate with specialized sub-agents. The implications would be enormous, changing how companies hire and scale, not to mention how they interact with each other.

Enterprises must pay attention to these developments — or face the risk of being outcompeted by companies that do.