THE LINUX FOUNDATION

OPEN SOURCE SUMMIT INDIA

Masaic
Intelligence Assembled.

Lessons From Building And Deploying Open Multi-Agent Platform at Scale

Jasbir Singh
Co-founder @Masaic
Open source contributor

Amant Kumar
Co-founder @Masaic
Open source contributor

Agenda

- OUTCOMES FROM LMOS MULTI AGENT PLATFORM
- LEARNINGS
- WHERE IS AGENTIC COMPUTING HEADED
- Q&A

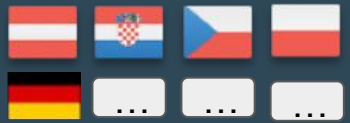
Why

BUILD & DEPLOY A

MULTI-AGENT PLATFORM

ACROSS

MULTI COUNTRY



MULTI LANGUAGE

German | English

Croatian | ....

MULTI CHANNEL

MULTI DOMAINS

SERVICE | SALES

OPERATIONS | ....

WHILE BEING

open source

OPEN STANDARDS DRIVEN

SOVEREIGN BY DESIGN

OUTCOMES

LMOS enables agent-native systems to drive real business value quickly, efficiently, and at scale

BUSINESS OUTCOMES*

4.5 MILLION (450K/month)
CONVERSATIONS

Live in 4 COUNTRIES
EXPANDING TO 10 Across EU

BEST TELCO BOT IN GERMANY
by CHIP, 2025

INDUSTRY

38% fewer **human handovers** than leading closed LLM vendor product

Among the **first agentic systems in production.**

Live since late 2023, now scaled across regions

TECHNICAL OUTCOMES*

SPEED:
<1 DAY Dev time for new agents

COST:
BUSINESS - enhance & maintain AGENTS. only very lean, technical teams needed

SCALING:
Scaled across countries **without large engineering teams**

*Numbers are available in public domain

Lesson 1: Empowering technical teams

```
agent { this: AgentDefin
    name = "billing-a
    description = "Ag
            " overcha
    model { "llama-4-
    prompt { this: DSLC
        """
    You are a profess
    ## Instructions
    - Only provide bi
    - If resolving a
      - If overcharge
      - If no issue i
    ## Internal Refer
    - Monthly plans i
    - Some subscripti
    """
    }
    tools { this: DSLCo
        +"get_custome
        +"get_custome
        +"get_custome
    }
}
```

```yaml
apiVersion: lmos.ai/v1
kind: Agent
metadata:
  name: billing-agent
  labels:
    version: "v1.0.0"
spec:
  description: >
    This is the billing agent which helps users with billing inquiries, disputes, and invoice issues.
  supportedTenants:
    - india
  supportedChannels:
    - web
    - app
  providedCapabilities:
    - name: view-bill
      version: "v1.0.0"
      description: Capability to show current or past billing details to the customer.

    - name: dispute-overcharge
      version: "v1.0.0"
      description: Capability to resolve billing disputes related to unexpected or excess charges.
```

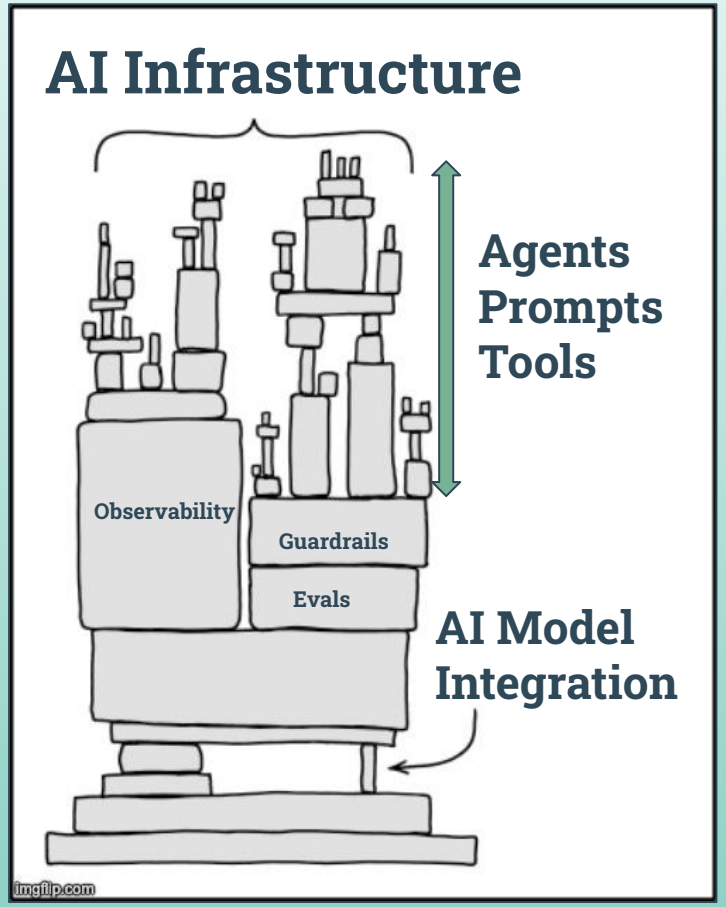
Agent K8s Yaml - for DevOps Engineers

Lesson 2: Empowering business teams

```
### UseCase: dispute_overcharge

#### Description

Customer says they were charged more than expected in their bill.

#### Steps

- Ask the customer which charge or month they are disputing.
- Review their plan and compare with billed items.

#### Solution

If overcharge is confirmed, inform the customer and initiate a refund or adjustment.

#### Fallback Solution

If the charge is valid, explain it clearly and offer to escalate if needed.

#### Examples

- I think I was overcharged.
- My bill looks too high.
```

ARC ADL - For business/domain experts

LESSON# : Something that bothered us



A use case in action

Add men's black runner jet black, black sole of size 9 in the cart.

Show me the code

```
curl --location 'http://platfo
  --header 'Content-Type: appl
  --header 'Authorization: Bea
  --data '{
  "model": "claude@claude-3-7-
  "instructions": "1. Use all
                  \n2. return
                  \n3. wheneve
  "input": [{
      "role": "user",
      "content": [{
          "type": "input_text"
          "text": "Add men'"'"
        }]}
  ],
  "tools": [{
      "type": "mcp",
      "server_label": "all-bir
      "server_url": "https://a
      "allowed_tools": [
        "search_shop_catalog",
        "update_cart"
      ]
    }]
}'
```

```
client = OpenAI(api_key="YOUR_API_KEY")
response = client.responses.create(
    model="claude@claude-3-7-sonnet-20250219",
    instructions="1. Use all birds tool for product search and update cart."
                 "\n2. return image url in a proper markdown format.\n3. "
                 "whenever you update cart, share checkout link also.",
    input=[{
            "role": "user",
            "content": [{
                    "type": "input_text",
                    "text": "Add men's black runner jet black, black sole of size 9 in the cart."
                }]
        }],
    tools=[{
            "type": "mcp",
            "server_label": "allbirds",
            "server_url": "https://allbirds.com/api/mcp",
            "allowed_tools": [
                "search_shop_catalog",
                "update_cart"
            ]
        }]
)
```

API SDK

Ongoing Learning#: Computing unit for Agents?

A new compute infrastructure layer purpose-built for:

1. Deploying
2. Running
3. Orchestrating

AI agents at scale with built-in agent observability.

We are building open core of such a compute called AgC ...

Thank You