

Soluciones Agénticas para Tomadores de Decisiones

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El problema actual

¿Por qué hoy decidir es tan difícil?

- Exceso de datos, escasez de insights
- Decisiones basadas en interpretación manual
- Los dashboards muestran datos, no decisiones
- Alta latencia entre información y acción



Etapa

Inteligencia de Negocios (BI)

Analítica avanzada

Copilots

Soluciones agénticas

Herramienta

Dashboards

Modelos ML

Chat conversacional

Agentes autónomos

Comentarios

Pasivos

Difíciles de operar

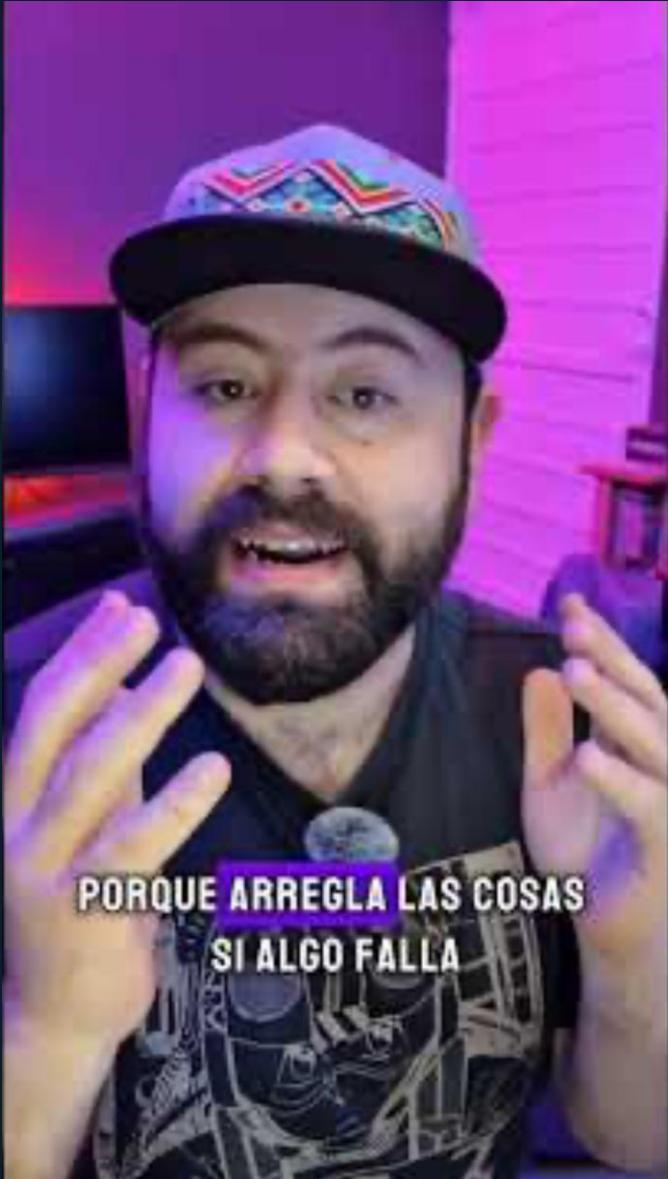
Reactivos

Proactivos y orientados a objetivos

¿Qué es la IA Generativa?



¿Qué es una solución agéntica?



¿Qué es una solución agéntica?

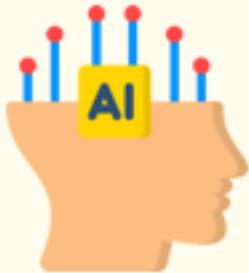
Una solución agéntica es un sistema de agentes de IA que:

- Entiende objetivos
- Razona con contexto
- Toma acciones
- Aprende de los resultados

Capacidades clave:

- Memoria
- Planeación
- Uso de herramientas
- Bucles de retroalimentación

What Is Agentic AI?



Artificial
Intelligence

that →



Acts & Makes
Decisions

without →



Human
Guidance

Applications:



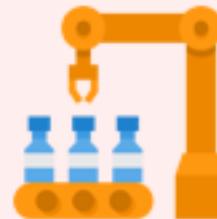
Healthcare



Finance



Customer Service



Manufacturing



Education

¿Por qué esto importa
en los negocios?

Valor para los tomadores de decisiones

- Decisiones más rápidas
- Mejor gestión de riesgos
- Menor carga cognitiva
- Consistencia en los criterios
- Explicabilidad de las recomendaciones

Home View Help

New mail

Delete

Archive

Sweep

Move to

Reply

Reply all

Forward

Chat

Share to Teams

Quick steps

Mark all as read

> Favorites

All

Mail

Files

Teams

People

Has attachments

Unread

To me

@ Mentions me

Flag



Inbox

2073

Drafts

10

> Sent Items

Scheduled

> Deleted Items

Junk Email

Archive

Notes

Group B - Billing and Transport

1

Group A - Research

Conversation History

mass communication

Outbox

RSS Feeds

- All results
- Thu Bui
Proposal Feedback on Acade... 2:29 PM
You don't often get email fro... Inbox
 - Thu Bui
Password Reset Confirmation 2:28 PM
You don't often get email fro... Inbox
 - Thu Bui
Team Lunch This Friday 2:27 PM
You don't often get email fro... Inbox

1st email: Team lunch (no matching topic)

2nd email: password reset (no matching topic)

3rd email: payment & courier (group B)

4th email: proposal methodology (group A)

Home View Help



Delete



Archive



Sweep



Move to



Reply



Reply all



Forward



Chat



Share to Teams



Quick steps



Read / Unread



...

> Favorites



2070

Inbox

Drafts

Sent Items

Scheduled

Deleted Items

Junk Email

Archive

Notes

Group B - Billing and Transport

Group A - Research

Conversation History

mass communication

Outbox

RSS Feeds

Search Folders

Shared with me

Go to Groups

Add account

Group A - Research



> Today



Thu Bui

Proposal Feedback on Academic...

2:29 PM

You don't often get email from thanhth...



Proposal Feedback on Academic Collaboration



To:



Patrick Tran



Sun 5/11/2025 2:29 PM

You don't often get email from thanhthu232@gmail.com. [Learn why this is important](#)

Hi Elena,

Thanks for reviewing the proposal draft. I've made the revisions we discussed regarding the methodology section and included additional sources from the previous study.

Let me know if it aligns with your expectations.

Kind regards,

Noah Trent



1st email: Team lunch (no matching topic)

2nd email: password reset (no matching topic)

3rd email: payment & courier (group B)

4th email: proposal methodology (group A)



PT - Sortamail

Overview

Knowledge

Topics

Actions

Activity

Analytics

Channels

Publish

Settings

...



Test

▶ Test your agent

...

Actions

+ Add action

Add actions to empower the AI to complete specific tasks for improved engagement.

Office 365 Outlook - Get email (V2)

...

Move email (V2)

...

Triggers

+ Add trigger

Set up your agent to activate when certain events happen. [Learn more](#).

When a new email arrives (V3)

...

Starter prompts

+ Add starter prompts

Suggest ways of starting conversations for Teams and Microsoft 365 channels. [Learn more](#).

Add starter prompts

Hello, I'm PT - Sortamail, 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.

2 minutes ago

Ask a question or describe what you need

0/2000



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

Impacto en los KPIs

Tiempo para decidir
Calidad de decisiones
Costos operativos

Key Benefits of Agentic AI Implementation

Reduced Operational Costs



40-70% Reduction in Average Handle Time (AHT)

Full automation eliminates swivel-chairing, instant L1/2 resolution



Maximized First Contact Resolution (FCR)

Agent executes full resolution (fix, update, confirm), no costly follow-ups

Strategic Agent Reallocation

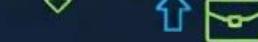


Focus on High-Value Tasks

Skilled human agents focus on complex problems, retention & sales



Lower Agent Turnover



Removes frustrating routine work, improves job satisfaction.

Unprecedented Scalability



24/7/365 Autonomous Service

Scales instantly for peak demand, no overtime costs, global availability



Consistent CX

High-quality, efficient resolution for every customer, boosts brand trust

Demo

Patrones agénticos comunes

Para toma de decisiones

Agente Asesor – Recomienda opciones

Agente Analista – Sintetiza datos

Agente Validador – Cuestiona supuestos

Agente Ejecutor – Realiza acciones

Agente Supervisor – Audita y gobierna



| A | B | C | D | E | F | G |
|-------------|---------|-----------|-----------|-----------|-----------|-----------|
| Customer ID | Term | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 |
| 1005 | Annual | \$ 5,689 | \$ 5,885 | \$ 6,259 | \$ 5,606 | \$ 5,281 |
| 1018 | Monthly | \$ 27,990 | \$ 28,200 | \$ 29,410 | \$ 30,330 | \$ 32,500 |
| 1164 | Monthly | \$ 240 | \$ 225 | \$ 195 | \$ 195 | \$ 195 |
| 1075 | Annual | \$ 914 | \$ 986 | \$ 1,022 | \$ 2,261 | \$ 2,313 |
| 1171 | Monthly | \$ 540 | \$ 435 | \$ 450 | \$ 465 | \$ 540 |
| 1238 | Annual | \$ 72 | \$ 72 | \$ 72 | \$ 72 | \$ 72 |
| 1697 | Monthly | \$ 180 | \$ 210 | \$ 210 | \$ 210 | \$ 180 |
| 1250 | Monthly | \$ 255 | \$ 255 | \$ 255 | \$ 255 | \$ 255 |
| 1462 | Annual | \$ 10,773 | \$ 17,776 | \$ 20,096 | \$ 18,736 | \$ 18,384 |
| 1765 | Monthly | \$ 2,355 | \$ 2,295 | \$ 2,280 | \$ 2,280 | \$ 2,235 |
| 1804 | Monthly | \$ 17,600 | \$ 17,600 | \$ 17,600 | \$ 17,600 | \$ 17,600 |
| 1868 | Monthly | \$ 285 | \$ 270 | \$ 270 | \$ 270 | \$ 240 |
| 1742 | Annual | \$ 1,013 | \$ 1,013 | \$ 1,013 | \$ 1,013 | \$ 1,013 |
| 1722 | Monthly | \$ 375 | \$ 375 | \$ 375 | \$ 375 | \$ 375 |
| 1629 | Monthly | \$ 4,628 | \$ 4,618 | \$ 4,465 | \$ 4,475 | \$ 4,474 |
| 2053 | Monthly | \$ 6,840 | \$ 6,810 | \$ 9,525 | \$ 7,725 | \$ 7,605 |
| 1349 | Annual | \$ 167 | \$ 167 | \$ 167 | \$ 167 | \$ 167 |
| 1965 | Annual | \$ 3,449 | \$ 2,921 | \$ 3,164 | \$ 3,406 | \$ 3,035 |
| 1990 | Monthly | \$ 525 | \$ 420 | \$ 420 | \$ 390 | \$ 390 |
| 1956 | Monthly | \$ 2,628 | \$ 2,808 | \$ 2,820 | \$ 2,880 | \$ 2,376 |
| 2214 | Monthly | \$ 1,515 | \$ 1,290 | \$ 1,215 | \$ 855 | \$ 855 |
| 2061 | Monthly | \$ 3,763 | \$ 3,722 | \$ 5,054 | \$ 7,636 | \$ 10,001 |

Can you look at the data I've shared and give me insights on customer segments along with a graph to visualize? FY24 Revenue Report.xlsx

Copilot AI-generated content may be incorrect

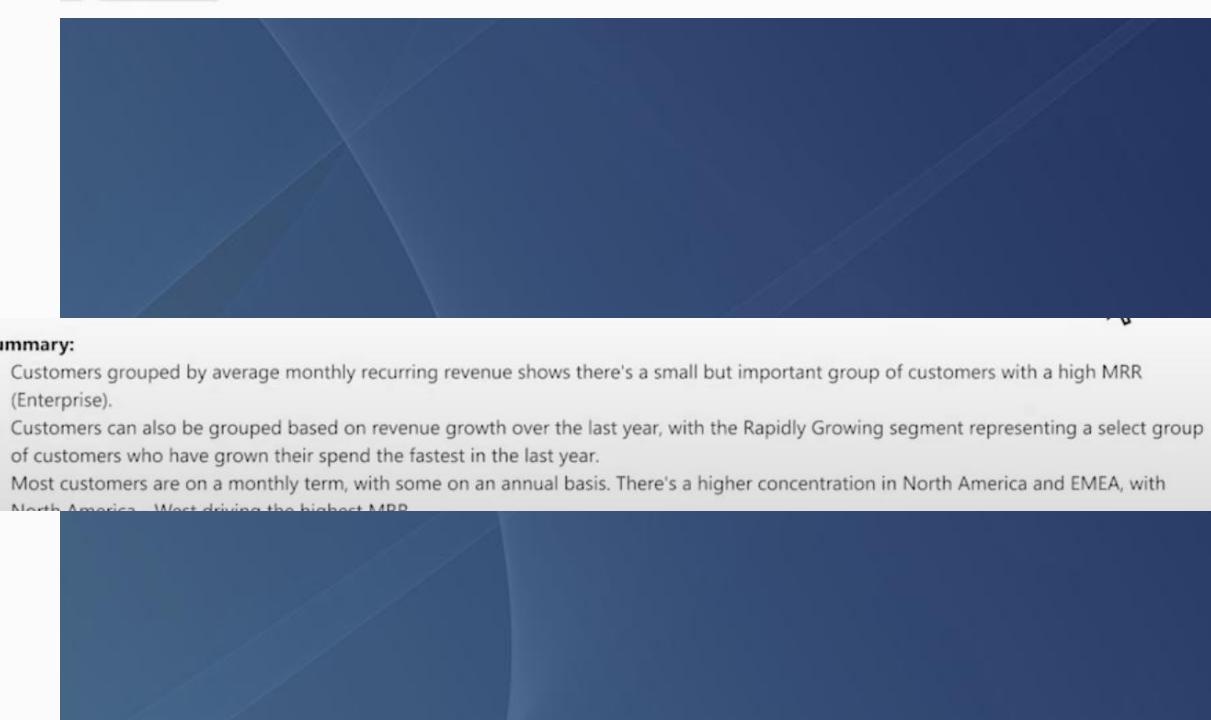
Sure, I'm working on it...

Activity References 1 Show less

Analyzing file data
I'm taking a closer look at the 'FY24 Revenue Report.xlsx' file to find the right columns for segmentation and clustering of customer revenue profiles over time.

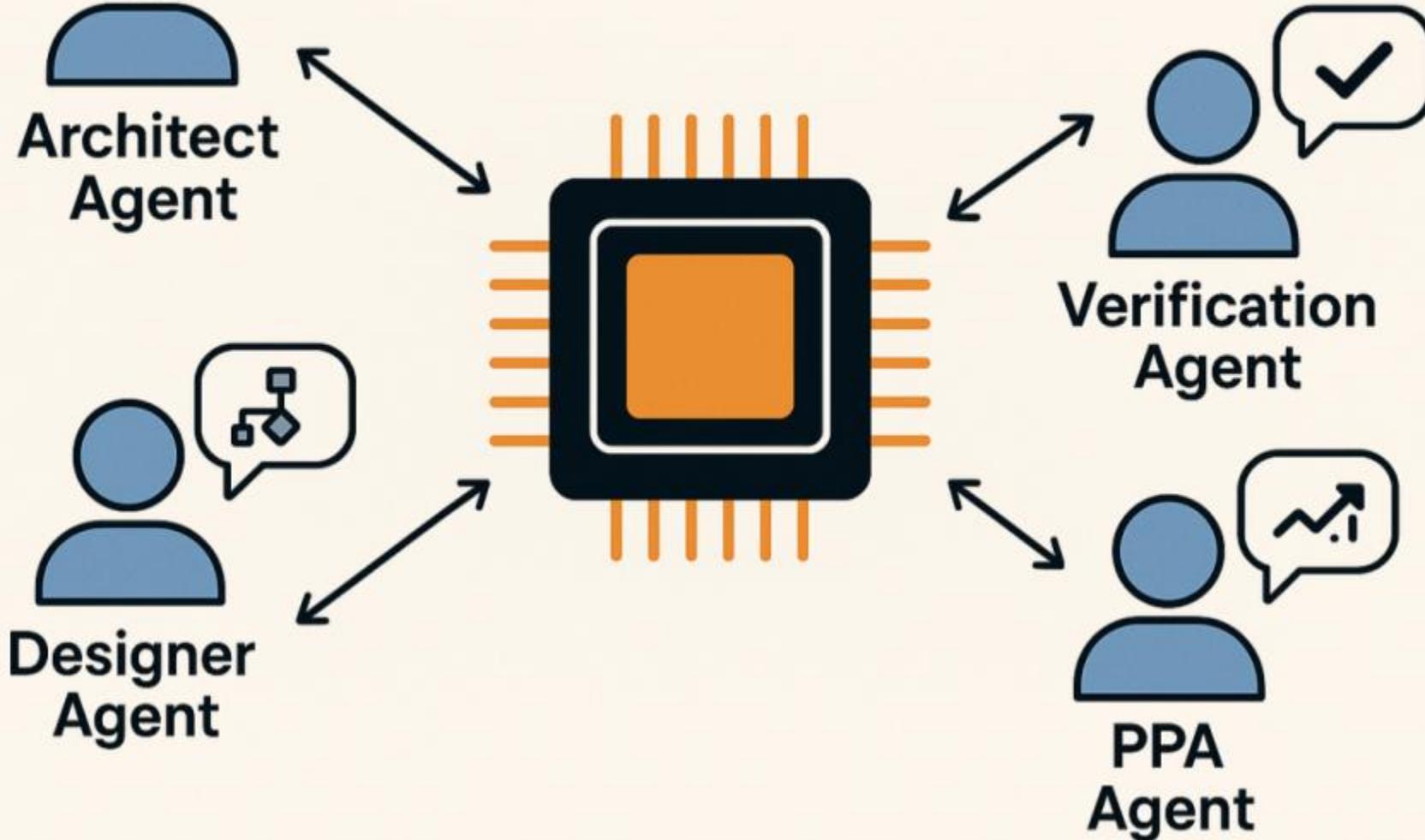
Mapping out clusters
I'm grouping customers by revenue patterns over time using KMeans clustering, then plotting their average revenue profiles on different lines. Let's get the data ready and visualize the trends.

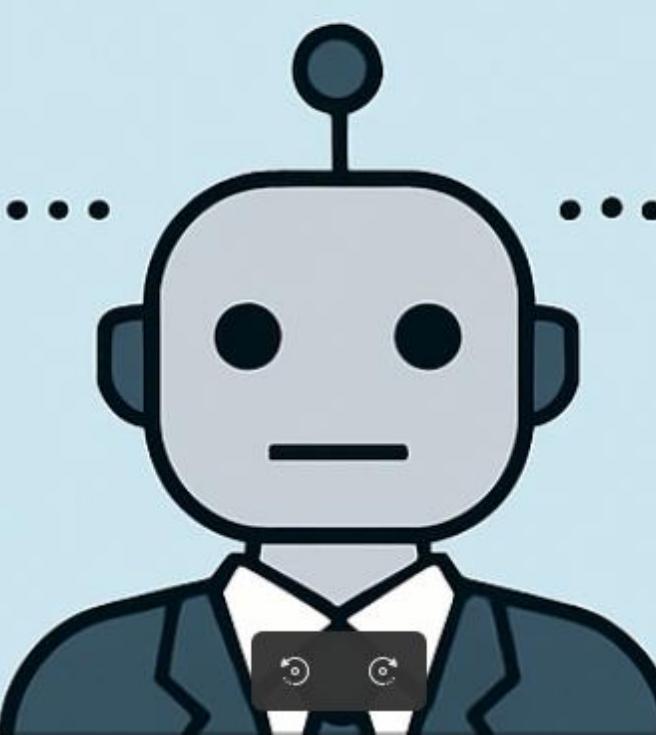
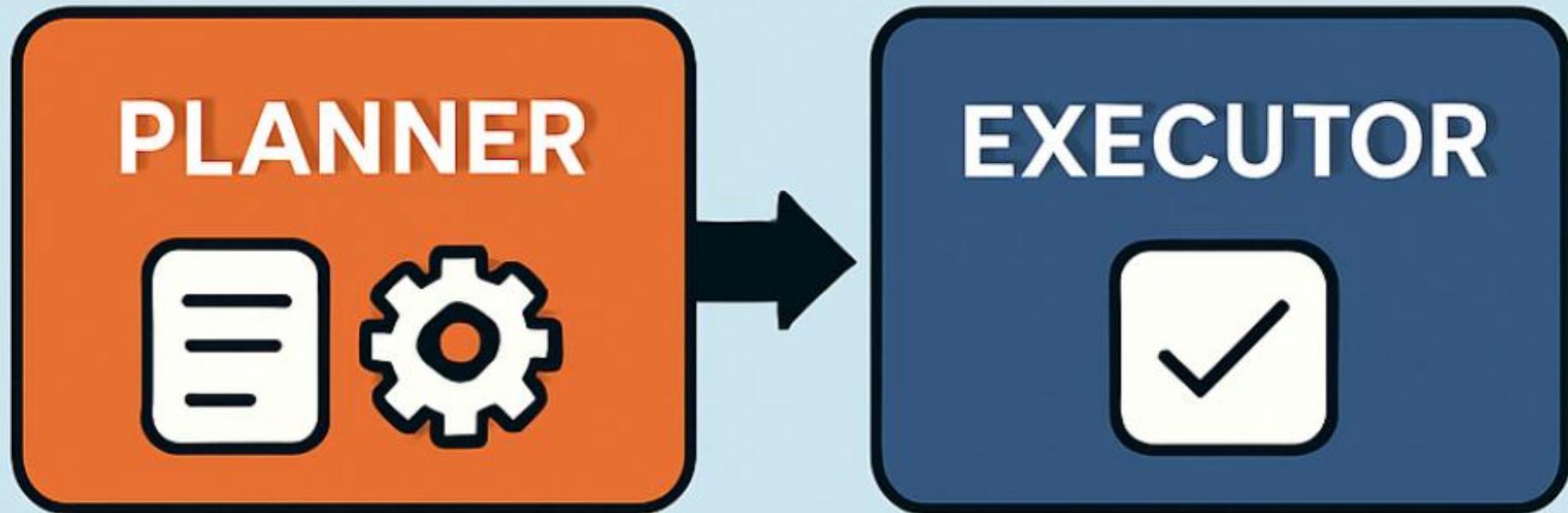
Edit in Pages Copy

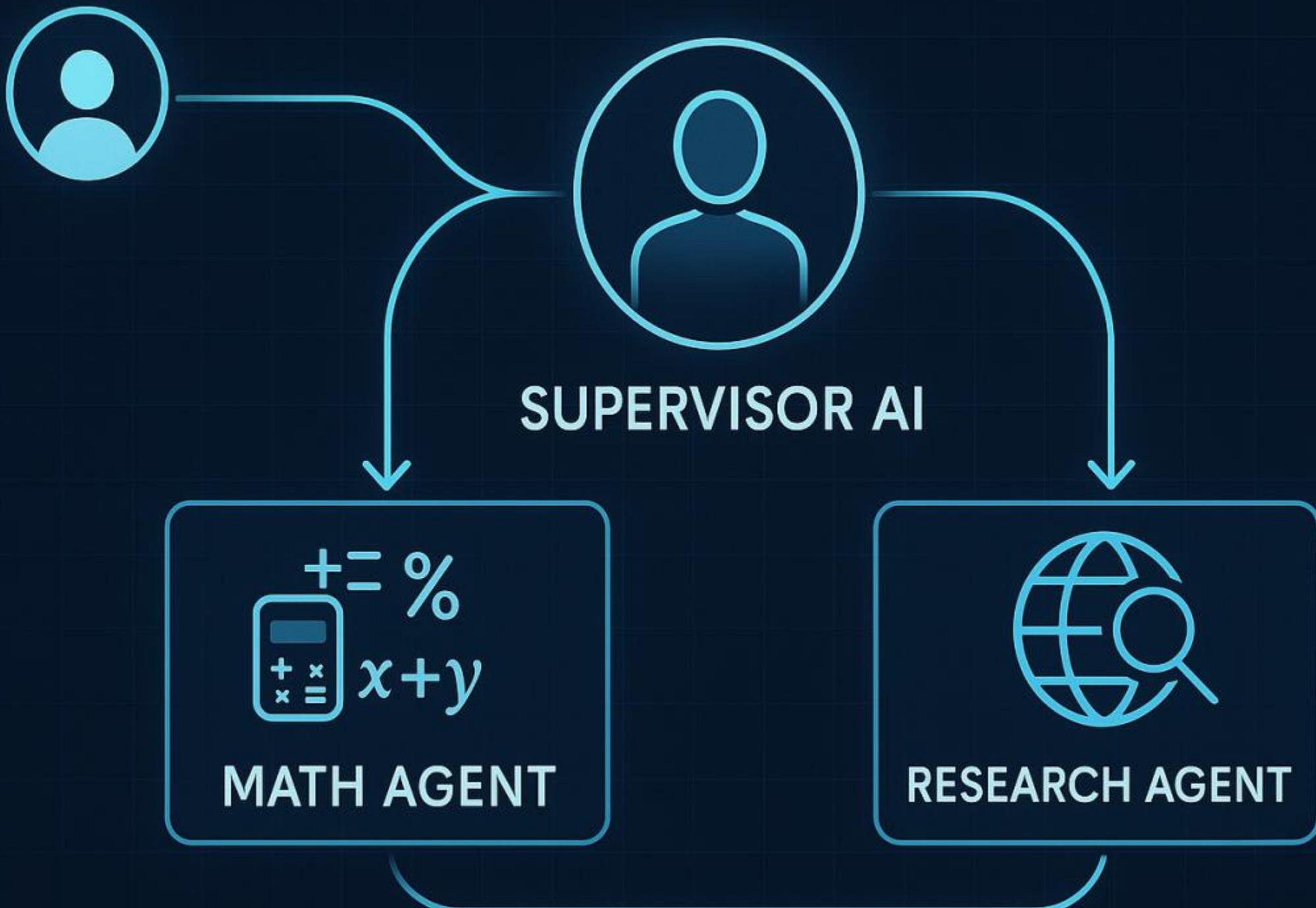


cr

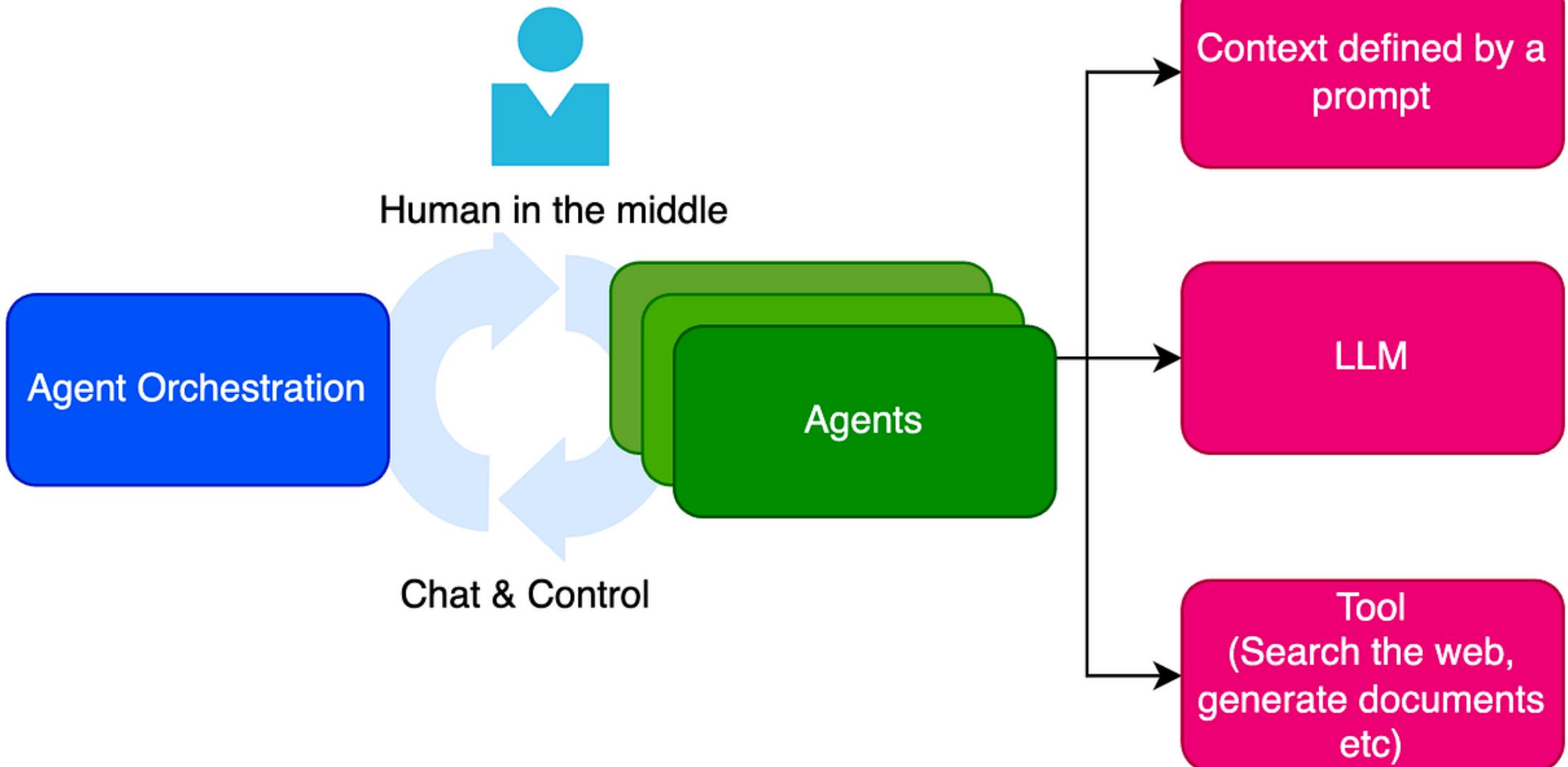
Multi-Agent Debate for AI Chip Design & Verification







Arquitectura de Decisión Multi Agente



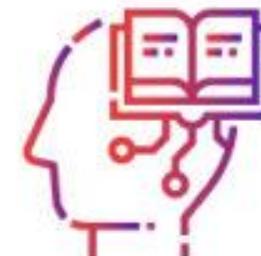
What Humans in the Loop Do



Ensure Accuracy



Add Control & Oversight



Active Learning Techniques

Algunos ejemplos

The screenshot displays the Lindy AI platform interface. At the top, there is a navigation bar with links for Product, Solutions, Enterprise, Pricing, Resources, Log in, Talk to sales, and Try for free. Below the navigation bar, the main content area features a section titled "Inbound SDR Agent" with a sub-section "Research, qualify and convert inbound leads in seconds." On the left, a vertical flowchart shows the process: Inbound lead trigger → Research account → Qualify prospect → Personalize email → Book meeting. On the right, a calendar for Tuesday, 21st, shows scheduled meetings for John with various contacts: Mike, Florence, Mark, Laura, Linus, and Maria.

Inbound SDR Agent

Research, qualify and convert inbound leads in seconds.

Try for free →

Inbound lead trigger

Research account

Qualify prospect

Personalize email

Book meeting

Mon 20

Tue 21

Wed 22

| Mon 20 | Tue 21 | Wed 22 |
|--------------------------------|-----------------------------|-----------------------------|
| | | 01:00 PM 🚗 Mike <> John |
| 02:00 PM 🚗 Florence <> John | 02:00 PM 🚗 Mark <> John | 02:00 PM 🚗 Laura <> John |
| | 03:00 PM 🚗 Linus <> John | |
| | | 04:00 PM 🚗 Maria <> John |

Notion AI

Status Target Fix My Bugs

| | Assignee | Status | Priority |
|----------------------|-----------------|-----------|----------|
| generates... | Luca Beetz | Complete | P2 |
| broken | Kameron Shiller | Complete | P1 |
| sometimes fail to... | Jordan Scales | Complete | P1 |
| rash when user... | Luca Beetz | Blocked | P1 |
| ge on iOS... | Luca Beetz | In Review | P0 |
| ows incorrect... | Chloe Chau | New | P0 |
| tes duplicate... | Kameron Shiller | New | P0 |

¿Dudas?

¡Gracias!

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