AutomationEdge

Hyperautomation Solutions... Not Just A Platform

Agentic AI: The Future of Intelligent Automation

LET THE BUSINESS FLOW

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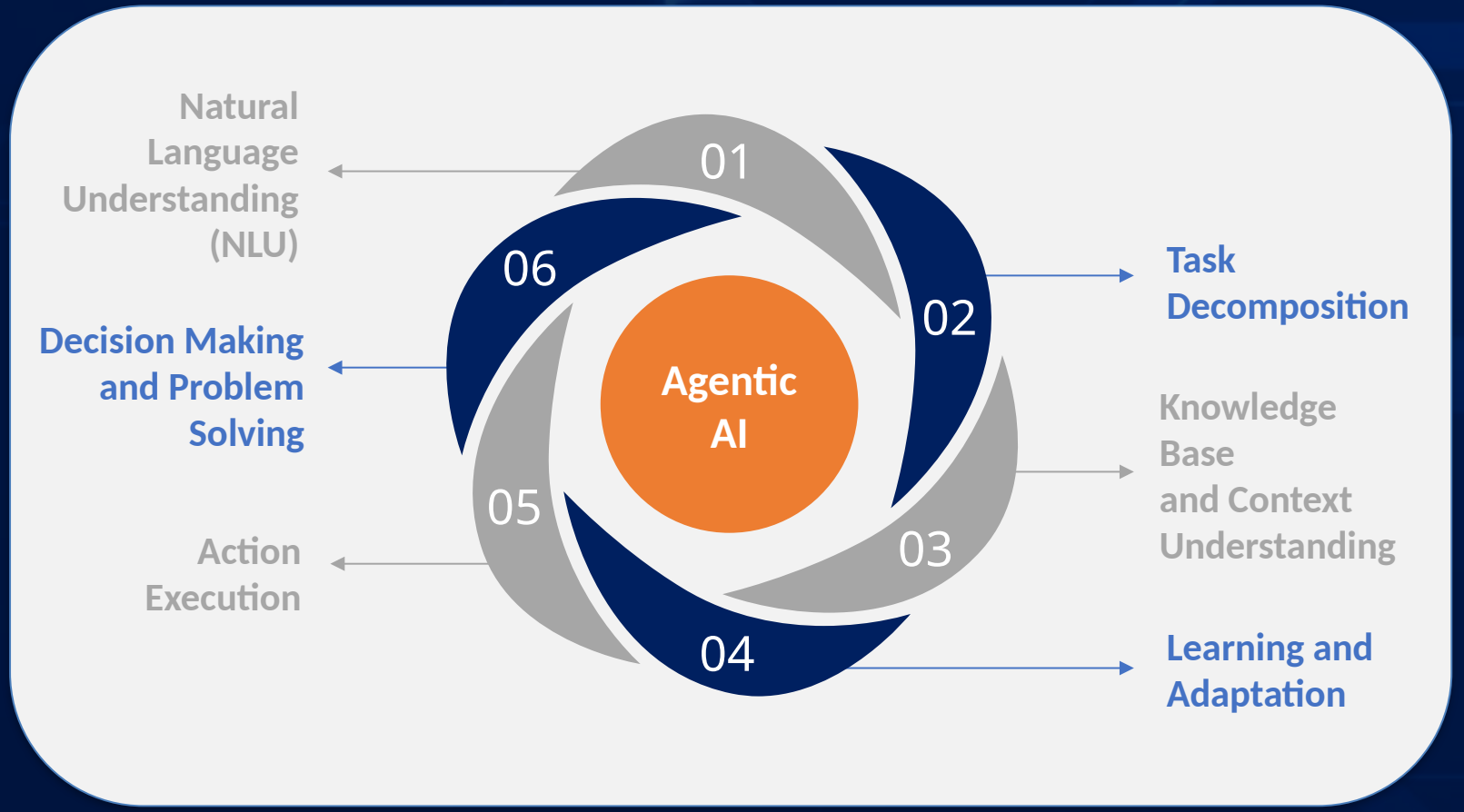
Agentic AI

Agency-based Artificial Intelligence, refers to AI systems that uses technologies such as reinforcement learning and world models to understand goals, make plans, and carry out tasks on its own.



Agentic AI integrates with other systems or tools, such as email, code executors, or search engines, to perform a variety of tasks.

Key Aspects of Agentic AI

Goal-oriented behaviour: AI agents operate with strategic intentionality, continuously evaluating and selecting actions that maximize progress toward defined objectives through sophisticated planning and adaptation mechanisms.

Multi-agent and system Conversation: Specialized AI agents collaborate through structured protocols and semantic frameworks, engaging in dynamic negotiation and task delegation to achieve complex goals beyond individual capabilities.

Learning capability: Specialized AI agents collaborate through structured protocols and semantic frameworks, engaging in dynamic negotiation and task delegation to achieve complex goals beyond individual capabilities.

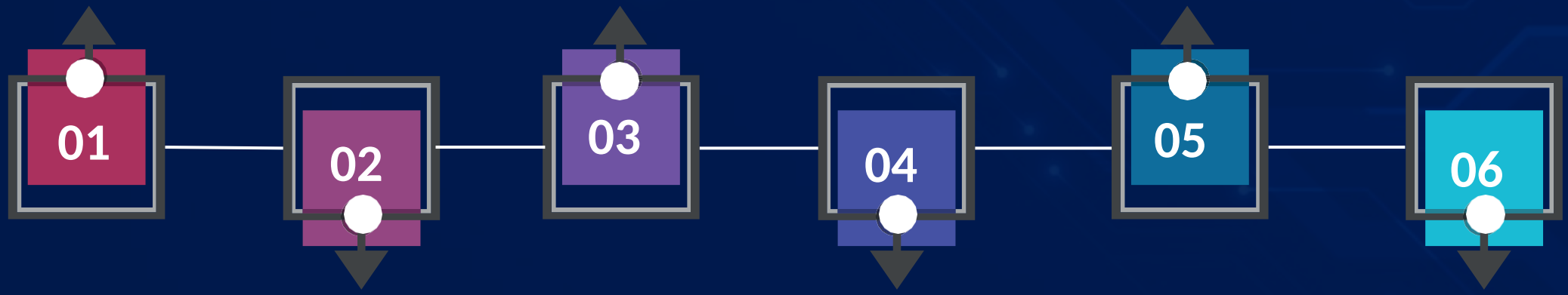
Workflow optimization: Agentic AI orchestrates complex business processes by integrating natural language understanding with causal reasoning to optimize task execution, resource allocation, and information flows while maintaining seamless human-AI coordination.

How Does Agentic AI Work?

Natural Language Understanding (NLU): Advanced natural language processing allows Agentic AI to interpret user queries, instructions, and goals expressed in natural language.

Knowledge Base and Context Understanding: Agentic AI systems have access to vast knowledge bases and can understand context, allowing them to make informed decisions and provide relevant information.

Action Execution: What sets Agentic AI apart is its ability to take action. This could involve interfacing with other systems, executing transactions, or initiating processes.



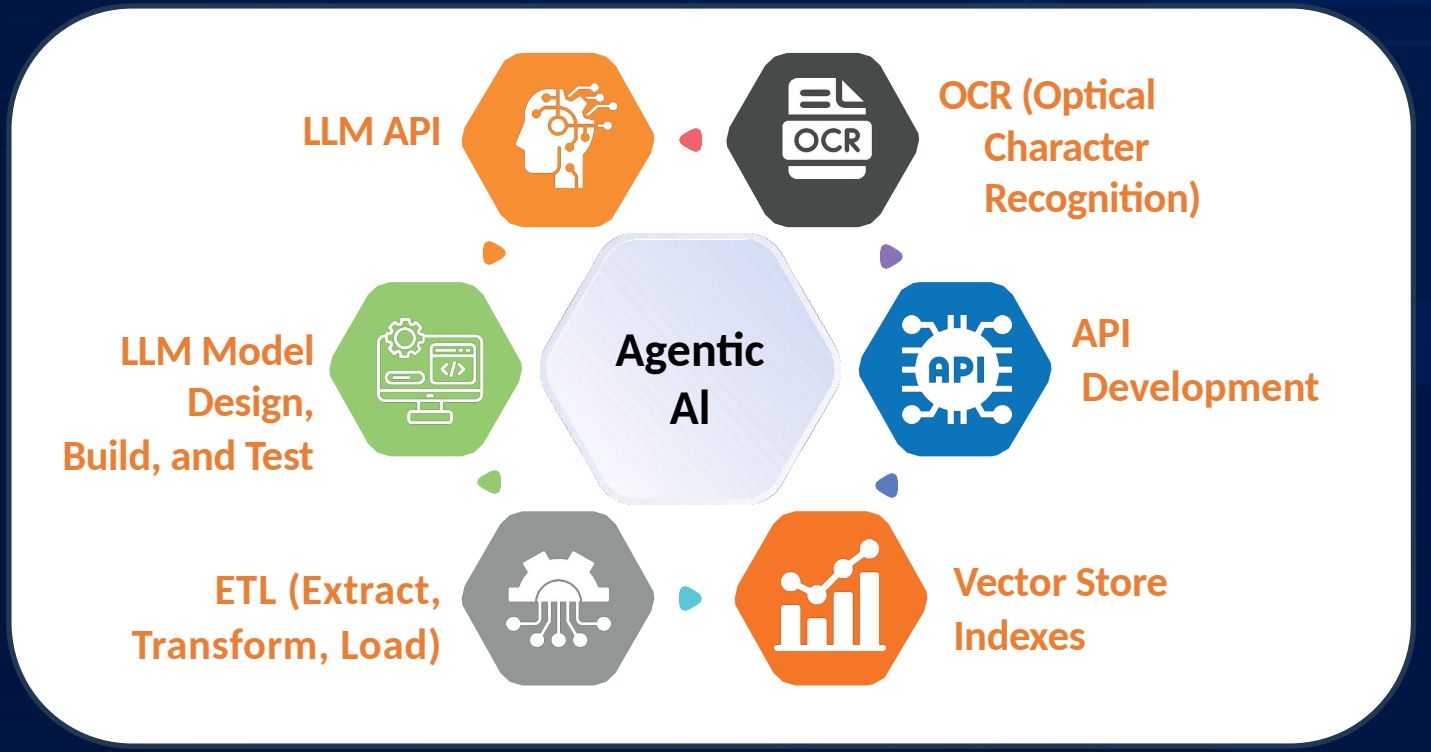
Task Decomposition: Once the AI understands the instruction, it breaks down the task into smaller, manageable steps.

Learning and Adaptation: Many Agentic AI systems incorporate machine learning capabilities, allowing them to improve their performance over time.

Decision Making and Problem Solving: Using advanced algorithms and sometimes machine learning models, Agentic AI can make decisions based on available information and predefined criteria.

Building and Deploying Agentic AI

- **LLM Model Design, Build, and Test:** Involves designing, building, and testing the Language Learning Model (LLM) that will power the AI agent.
- **ETL (Extract, Transform, Load):** Involves preparing and loading the necessary data for the AI agent.
- **Vector Store Indexes:** Creates and maintains vector indexes for efficient information retrieval.
- **API Development:** Builds the necessary APIs for the AI agent to interact with other systems.
- **OCR (Optical Character Recognition):** Implements OCR capabilities for processing document images.
- **LLM API:** The final step involves deploying the LLM API, considering factors such as cost, accuracy, and response time.



Usecases of Agentic AI

Life Insurance Policy Recommender: Suggests appropriate life insurance policies based on individual circumstances.

Policy Servicing Agent: Handles policy-related queries and requests.

HR Support Agent: Assists with human resources tasks and employee inquiries.

IT Support: Provides technical support and resolves IT issues.

Financial Decision Making Agent: Agentic Al empowers finance with smarter decisions and risk management solutions

IT Issue Resolver Agent: Diagnoses and resolves IT problems autonomously.

Email Support Agent: Handles customer inquiries via email.

Home Health Referral Processor: Manages referrals for home health services.

Home Care Marketing Assistant: Aids in marketing home care services.

Difference between RPA and AI Agents

RPA

- Software robots automating repetitive digital tasks.
- Rule-based workflows focused on static, repetitive tasks
- Scripts, Ul and API automation tools
- Static, repetitive workflows with consistent steps
- Handles simple to complex dynamic tasks in workflows
- High volume repetitive & structured tasks (Lower cost & lower cognition)

AI Agents

- Autonomous software planning & acting to achieve specified goals.
- Dynamic LLM-driven planning & action systems
- Multi-modal Al with LLMs, APIs, and contextual understanding
- Dynamic & non-linear workflows needing real-time decisions
- Handles complex tasks autonomously
- Lower volume, highly unstructured or complex tasks (need best LLMs for planning)

Benefits of Agentic AI

AutomationEdge

Thank You

AutomationEdge is a leading Hyperautomation platform across the globe with end-to-end automation capabilities. With its platforms working together as one solution, like DocEdge for Intelligent Document Processing Solution, RPA for automation of repetitive processes and fastest data processing, and Conversational AI for Omni-channel conversations, it has enabled seamless process automation for global enterprises.
AutomationEdge has already delivered its innovative solution to large multinationals globally like American Express, Smart Dubai Government, Oman LNG, Mashreq Bank, HDFC Bank, HDFC Life, Bharti Axa, Wipro, AccentCare, Danone, University of Maryland Medical System, Aspen Pharmacare and Genpact, to name a few.

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