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Autonomous Agent Alliance

Collaborative autonomous AI agents are taking over the heavy lifting in business operations, adapting and learning on the fly

Every mission (possible or impossible) needs the right agents — sometimes undercover, sometimes out in the open. As businesses embrace autonomy, intelligent AI agents are stepping up as key collaborators, tackling challenges with adaptability and focus, while continuously learning and evolving. Yet, the secret sauce remains the human touch which is crucial for building trust, safeguarding privacy, and ensuring resilience. It's not about replacing humans; it's about crafting a seamless alliance between minds and machines. Your secret agents soon may not be that undercover anymore.

What

- Agentic systems represent the next generation of automation, intelligently breaking down complex tasks into organized steps and executing them by coordinating existing digital tools and services. Unlike traditional automation that follows fixed rules, these systems understand goals and orchestrate resources to accomplish them.
- When analyzing portfolio risk, for example, these systems determine and sequence all required steps automatically. They coordinate the gathering of data, pull market indicators, apply risk models, validate against compliance requirements, and generate reports, ensuring each step flows naturally into the next.
- Adaptation is central to their operation. When faced with obstacles, whether missing data, system outages, or unexpected conditions, they adjust their approach by finding alternative data sources, rerouting workflows, or reorganizing task sequences.

Use

- At **CBW Bank**, [Edge AI](#) creates a world where tasks like interest rate queries, account openings, fund transfers, and payment reminders simply happen — autonomously, biometrically approved, and utterly seamless.
- [Khanmigo](#) of **Khan Academy** is an agentic system that autonomously supports educators and students. It dynamically breaks down complex educational goals into actionable tasks, such as generating personalized lessons, offering real-time tutoring, and adapts to feedback.
- **Wellspring Health** uses an [agentic system from Hippocratic AI](#) to screen and reach out to patients eligible for colon cancer screenings, make appointments and make follow-up calls until the time of the procedure.
- Moveworks' [agentic AI copilot](#) powers **Broadcom**'s 1.Bot to [resolve over 57%](#) of employees' IT issues autonomously, without service desk intervention. Additionally, it integrates scattered knowledge bases into a single interface allowing employees to quickly find solutions via Google Chat, reducing the IT team's workload and enhancing efficiency.
- **Moneyview** leverages [Ema's agentic AI](#) to automate [customer support](#), improving service for their diverse user base. With over 45 million app downloads and \$1.4 billion in loans disbursed, they automated 70% of support tickets in multiple languages, reducing costs and ensuring faster resolutions.

Impact

- Operational agility can reach new levels as systems adapt to changing conditions in real-time while improving their performance through continuous learning. While responses to market changes are faster, this heightened interconnectivity can amplify the impact of any system failures.
- Security and control considerations become increasingly critical as operations become more interconnected. While automation can reduce routine, system failures can cascade rapidly through operations.
- Online banks are reporting significant impact from agentic systems. AI agents are being used to handle up to two-thirds of all customer interactions. [Repeat enquiries can be cut by 25%](#), all of which can result in millions in profit boosts.
- In the space of digital marketing, agentic AI is seen to [improve marketing ROI by 30x](#), in essence enabling one person to do the work of 30 at a tenth of the cost. Average customer time to value has seen a drastic decrease as well, demonstrating the transformative power of agentic AI in creating personalized, scalable marketing content.
- Healthcare providers can use gen AI to streamline clinical documentation. AI agents can be used to record patient interactions and generate summaries for electronic health records, reducing administrative burdens. In a two-month pilot at a US firm, clinics showed a [78% reduction in cognitive load](#), a 40% drop in burnout of the workers, and a 41% increase in time spent directly engaging with patients.

Tech

- **At the Edge:** [Waylay](#), [Rabbit](#), [Kneron](#), [Edge Impulse](#)
- **Decentralized:** [Fetch.ai](#) [Ocean Protocol](#), [SingularityNET](#), [Haja Networks](#)
- **AI and Robotics:** [Osaro](#), [Agility Robotics](#), [Vicarious](#), [Covariant](#)
- **Financial and Enterprise:** [Eigen Technologies](#), [Clara Analytics](#), [Quantifi](#)
- **AIOps:** [Seldon](#), [Grid.ai](#), [Databand.ai](#), [Opsani](#)
- **Conversational:** [Kore.ai](#), [PolyAI](#), [Replicant](#), [Rasa](#), [Avaamo](#)