What are AI Agents, and do you actually need them in your business operations?

Artificial intelligence agents represent one of the most buzzing tech trends in 2025 thanks to their capabilities to transform the landscapes of task automation, process optimization, and decision-making enhancement. Forrester named agentic AI a top emerging technology for this year as it takes generative artificial intelligence to the next level by emphasizing the importance of timely operational decision-making rather than dull, generic content creation. There is a vast pool of benefits and challenges alike when it comes to using autonomous AI agents.

Our customers started asking us, "Does my company need those agents in the first place?" pretty frequently lately. So, we decided to compile this white paper to answer all those questions by exploring the essence of AI agents, their functions, types, implementation areas, real-world applications across various industries, and expert recommendations to help executives assess their relevance in business operations. Let's sort this out, shall we?

AI agents in business operations–necessity or novelty?

Judging from projections like MarketsandMarkets' one, stating that the global market for autonomous AI agents is set to expand from $4.8 billion to **$28.5 billion by 2028**, growing at a CAGR of **43 percent**, we can safely assume that more forward-looking businesses will be joining the rally of leveraging these intelligent solutions across various operations. Among other things, AI agents will prove their worth in transforming enterprise workflows, data management, software development, and cybersecurity.

What are artificial intelligence agents?

Also known as "agentic AI," these agents are autonomous generative software entities that can operate and execute complex tasks with little to no human supervision within a given environment. They perceive their surroundings through sensors, collecting and analyzing data, and making decisions to achieve specific predefined goals and metrics based on their programming.

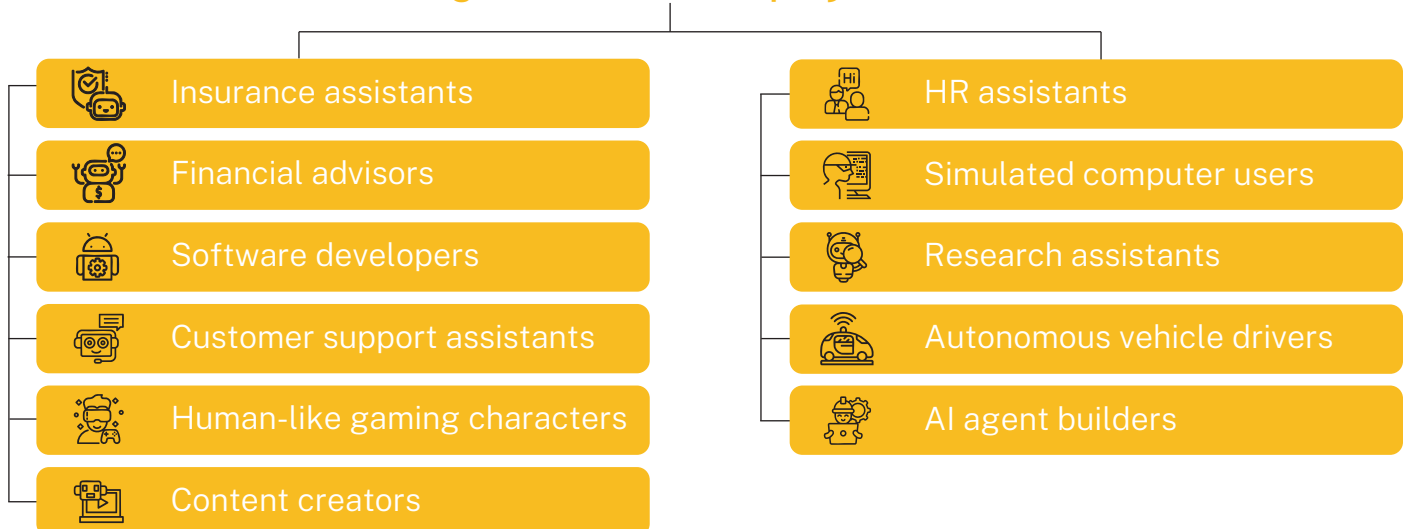## How does agentic AI differ from ordinary chatbots and copilots?

Traditional generative artificial intelligence mainly requires human intervention in sophisticated scenarios. Meanwhile, agentic AI can navigate and optimize processes independently thanks to its ability to adapt, learn, and continuously improve from experiences, demonstrating decision-making capabilities, response to sudden obstacles, and goal-oriented performance. By mimicking human cognitive functions, AI agents adapt over time, so they are the perfect fit for dynamic environments where conditions change and evolve frequently.

The differences between traditional artificial intelligence and AI Agents:

Capability	Traditional AI	AI Agents
Achieving goals	Single-purpose algorithms	Multi-purpose algorithms that can handle numerous tasks
Making decisions	Static, follows a predefined set of rules	Dynamic, adapts based on new data and experience
Interacting with environment	Limited to operate within governed environments	Continuously responds to real-time changes
Learning	Requires manual retraining	Autonomously learns and improves over time
Responding	Provides only preset responses or follows predefined rules	Generates responses based on collected and processed data
Adapting	Fixed in function with low adaptability	Adjusts to changing conditions with high adaptability
Functioning independently	Requires constant human inputs, intervention, and supervision	Independent to operate autonomously and self-command with minimal human oversight

AI agents can be employed as:

- Insurance assistants
- Financial advisors
- Software developers
- Customer support assistants
- Human-like gaming characters
- Content creators

- HR assistants
- Simulated computer users
- Research assistants
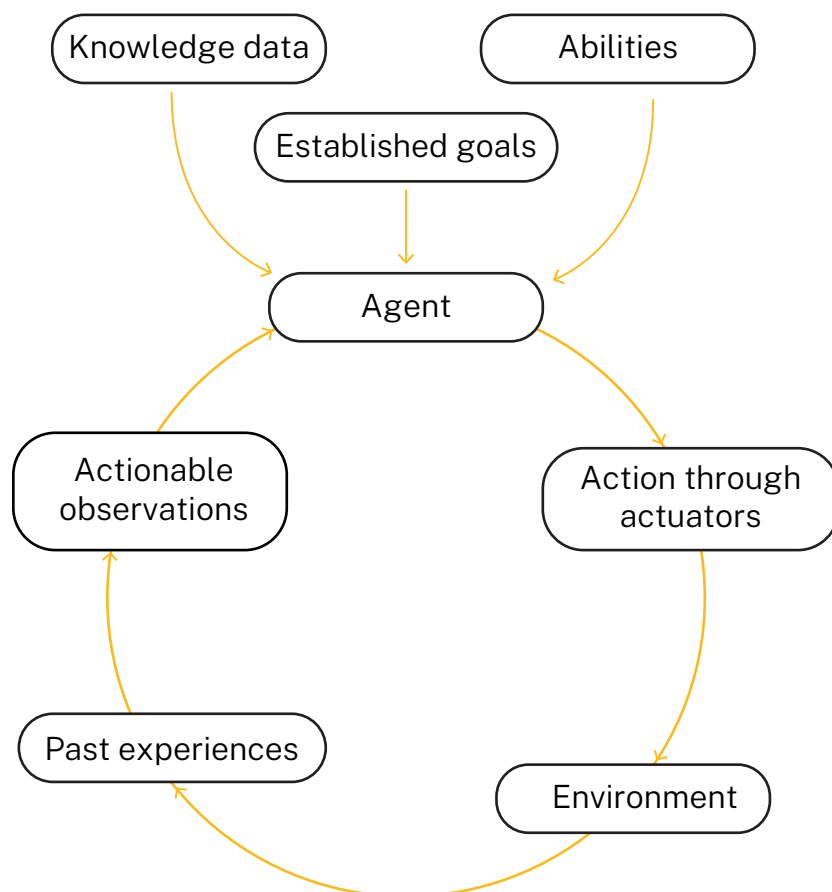- Autonomous vehicle drivers
- AI agent builders

AI agents' core functions

These autonomous systems operate through a combination of steps that include perception of their environment, information processing, and action execution.

A quick breakdown of those key functions looks like this:

- **Perception:** Gathering data from various sources to understand the environment, using sensors and endpoints (cameras, microphones, mobile and IoT devices, computers, servers, and others).
- **Reasoning:** Processing and analyzing the collected information to determine the best course of action and make informed decisions using pre-trained algorithms.
- **Action:** Executing tasks or triggering responses based on processed data. After reasoning, an AI agent takes action through actuators to achieve its predefined objectives.
- **Learning:** Adapting performance over time through machine learning capabilities to improve the bottom line.

Knowledge data

Abilities

Established goals

Agent

Actionable observations

Action through actuators

Past experiences

Environment

How AI agents interact with their environment

Famous examples of agentic AI

ChatGPT

Gen AI conversational agent.

Google Assistant

Voice-activated AI agent for daily tasks.

Tesla Autopilot

Self-driving car system.

IBM Watson

Computer system with NLP and data analysis capabilities.

Major types of AI agents that can meet your business needs

Huge, well-established brands like **IBM, Microsoft, Klarna, OpenAI, T-Mobile, UBS, Google**, and **JP Morgan** invest millions in designing their own proprietary large language models to perform any task, from completing customer service inquiries, interacting with users, transcribing images, making transactions, and behaving like human employees.

Depending on their area of use, agents vary in complexity and application, and understanding their types is essential for selecting the best tool for your business
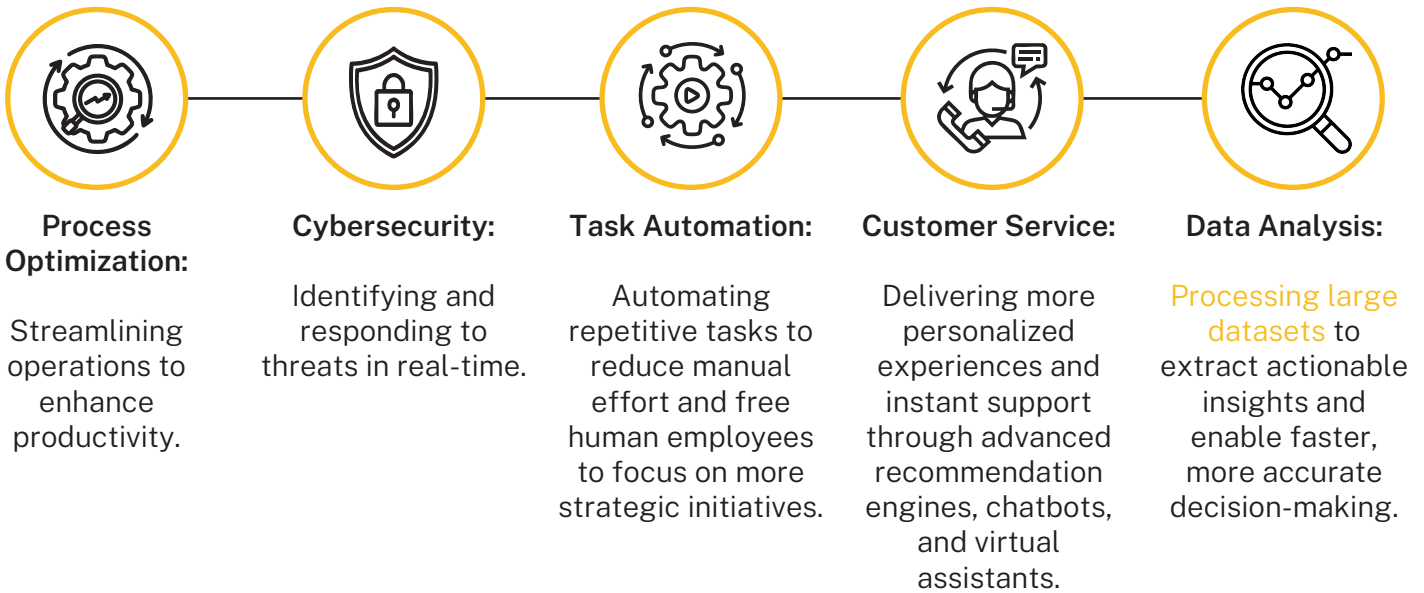
So, what specific AI agent types should your company look into?

Types	Key functions	How They Work	Use Cases	Example	Complexity
Reactive / Simple Reflex Agents	Operate based on predefined condition-action rules in fully observable environments.	Respond quickly and directly to specific sensory information without internal state consideration, memory, or planning.	Suitable for straightforward and simple automation tasks where all information is available, and responses depend only on immediate perceptions.	• Vacuum cleaners • Smart thermostats • Email spam filters • Basic customer service bots	Low
Model-Based / Reflex Agents	Leverage an internal model of the environment to track unobserved states and inform decisions.	Use past and present percepts of a world model to better adapt to the current state.	Good for partially observable environments and internal state maintenance.	• More advanced customer service bots • Self-driving vehicles	Medium
Goal-Oriented Agents	Consider future consequences before acting to achieve specific goals.	Adopt a forward-looking perspective and employ search or planning algorithms to evaluate future states.	Useful for complex decision-making tasks where different actions must be assessed to guarantee better outcomes.	• Robotics • Planning systems • Advanced game AI • Chess-playing AI • Navigation apps	High

Types	Key functions	How They Work	Use Cases	Example	Complexity
Utility-Based Agents	Evaluate different actions and optimize performance based on utility function (speed, safety, etc.).	Try to reach goals while choosing only those actions that will give them the best results, maximizing outcomes.	Ideal for handling ambiguous goals, trade-offs, and uncertain outcomes under precise utility metrics.	• Recommendation systems • Financial trading assistants • Educational tutors	Very High
Learning Agents	Improve their performance over time by learning from previous experiences.	Evolve by changing their strategies based on feedback-related actions taken but requires extensive training data.	Beneficial for niche-specific scenarios where conditions or tasks change dynamically, and the reinforcement learning technique is required.	• Adaptive game AI like AlphaGo • Personalized healthcare systems • Fraud detection tools • Speech recognition software • Spam filters	Very High
Multi-Agent Systems	Work as a team of agents that interact with each other to achieve established goals.	Help each other and engage in negotiations to solve complex problems as a group of numerous AI agents.	Suitable for multi-layered processes where numerous areas of expertise are involved.	• Transportation systems • Advanced robotics • Experimental AI • Social networks • Smart energy grids	Medium to Very High

Most common implementation areas of AI agents

You can leverage artificial intelligence employees across a bunch of business functions. Some of them include:

Process Optimization:

Streamlining operations to enhance productivity.

Cybersecurity:

Identifying and responding to threats in real-time.

Task Automation:

Automating repetitive tasks to reduce manual effort and free human employees to focus on more strategic initiatives.

Customer Service:

Delivering more personalized experiences and instant support through advanced recommendation engines, chatbots, and virtual assistants.

Data Analysis:

Processing large datasets to extract actionable insights and enable faster, more accurate decision-making.

The more diverse your AI agents will be, the higher the chances that your company will gain a competitive edge and accelerate innovation.

AI Agents' Beneficial Impact on Your Operations	- Increased efficiency - Significant cost reduction - Boosted customer experience	- Enhanced cyber and physical security - Extensive business scalability - Improved accuracy and reliability

Agentic AI: Top 13 real-world use cases for businesses like yours

When you hear that organizations like **NASA, Atlantic Health System, Legendary Entertainment**, and **Aflac** are already pursuing this technology, there is no question whether they deem it worthy. They do, and that's setting an example for others in their industries to follow. And they aren't the only ones, so the race is tougher than ever.

Netflix, for instance, uses agentic AI to customize content recommendations based on preferences, enhancing user engagement and satisfaction. **NVIDIA** announced that its voice-enabled AI agents will perform some nurses' duties. **Anthropic** and **Google** promised us agents that can take over your device and perform various actions — browse websites, click buttons, and input text to accomplish tasks like booking a flight for a particular date and time, ordering goods or supplies, or submitting a customer service complaint.

Salesforce launched its Agentforce service, centering the company's entire strategy around agentic AI. **ServiceNow, Microsoft**, and others have also added AI agents to their product lines. The application areas for those tools include integrations with ERP, CRM, and BI and report generation systems, along with data analysis and management pipelines.
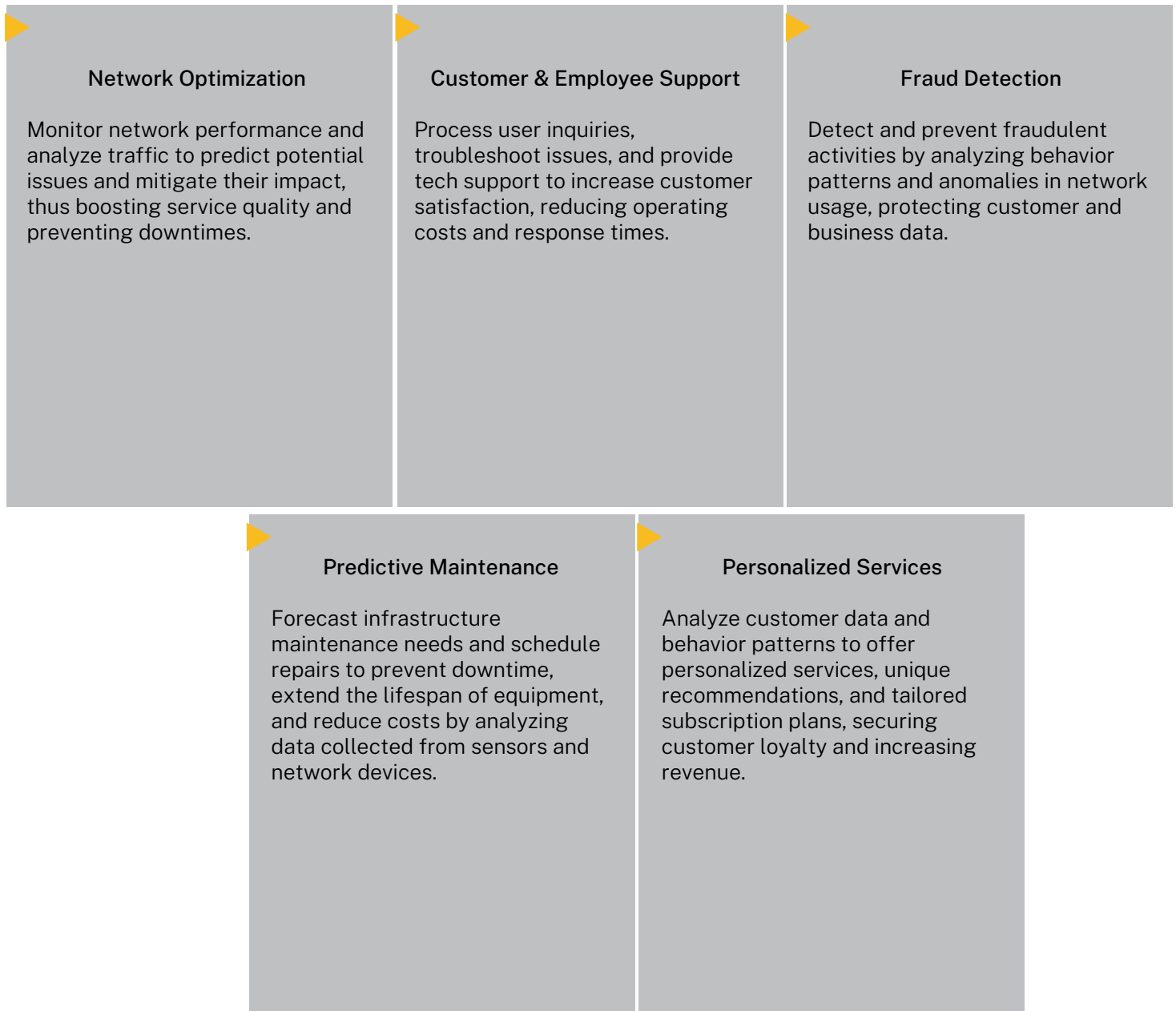
Even in sports, they use autonomous agents to analyze player performance and match patterns by collecting real-time game-changing insights. Massive leagues like the **NHL** and **NFL** opt for AI-powered data analytics coupled with wearable sensors that track player movements during games, assisting with performance optimization and preventing injuries.

If your organization is just beginning its digital transformation journey, you might feel lost in terms of where to start with AI implementation. But worry not — we've collected a list of real-world use cases across various industries that have risen to the top so far to help you identify a possible starting point.

1. How AI agents work in telecommunications

Deutsche Telekom's AI agents answer employee queries and automate various tasks, including HR requests, improving overall operational efficiency. What else is there?

▶ Network Optimization

Monitor network performance and analyze traffic to predict potential issues and mitigate their impact, thus boosting service quality and preventing downtimes.

▶ Customer & Employee Support

Process user inquiries, troubleshoot issues, and provide tech support to increase customer satisfaction, reducing operating costs and response times.

▶ Fraud Detection

Detect and prevent fraudulent activities by analyzing behavior patterns and anomalies in network usage, protecting customer and business data.

▶ Predictive Maintenance

Forecast infrastructure maintenance needs and schedule repairs to prevent downtime, extend the lifespan of equipment, and reduce costs by analyzing data collected from sensors and network devices.

▶ Personalized Services

Analyze customer data and behavior patterns to offer personalized services, unique recommendations, and tailored subscription plans, securing customer loyalty and increasing revenue.

2. What are the responsibilities of agentic AI helpers in healthcare and biotech?

Market leaders like **Pfizer** and **Moderna** employ AI to accelerate drug discovery and vaccine development and **Tempus** applies it to create precision medicine services. Others follow suit!

Drug Discovery & Development

Predict the efficacy of new drugs, reduce R&D costs, and accelerate the discovery phase by analyzing biological data, identifying potential drug candidates, and optimizing clinical trials.

Johnson & Johnson uses agentic AI to expedite drug discovery processes, optimizing chemical synthesis and development timelines.

Autonomous Appointment Matching Systems

Monitor reminders, cancellations, and doctors' availability, instantly notifying patients about free slots and booking appointments automatically to maximize clinics' efficiency and resources.

Patient Outreach & Monitoring

Reduce hospital admissions by continuously tracking patients' health data and medication adherence in real-time to automatically alert medical staff about irregularities or critical changes, ensuring enhanced patient care coordination without additional staffing.

Philips applies AI for remote patient monitoring, improving care delivery and ensuring timely interventions.

Staff Training

Johnson & Johnson, Merck, and **Eli Lilly** emphasize AI literacy and training among their workforce to incorporate advanced technologies into drug development, regulatory compliance, surgeries, and administrative operations.

Personalized Healthcare

Provide tailored treatment recommendations, personalized care plans, and the most efficient check-up schedule to improve healthcare outcomes at large.

Predictive Diagnostics

Leverage predictive analytics to foresee patient outcomes and the likelihood of readmissions by examining historical medical data, scans, and patient charts, enabling proactive intervention and reducing hospital stays. DeepMind AI identifies kidney diseases before symptoms appear.

Virtual Health Assistants

Provide patients with medical advice, care-associated reminders, and answers to health-related queries, improving adherence and outcomes.

Babylon Health's chatbot offers instant health guidance to patients.

Diagnostic Accuracy

Assist during surgeries and support medical imaging intelligence through advanced AI algorithms that analyze scans, lab results, and patient records to identify complex diseases and cancer types with higher accuracy.

Google Health's breast cancer detection outperforms human radiologists, providing highly accurate results. And **IBM's Watson** reads millions of pages of medical literature to compare patient data and suggest potential diagnoses and treatment plans.

Hospital Workflows

Automate administrative tasks (patient records management, staff allocation, scheduling, and billing) to speed up claim approvals, optimize workflows' efficiency, and cross-reference patient information, allowing for minimum wait times, reduced administrative delays, and lower operational costs.

Mount Sinai Hospital's AI systems enhance emergency room operations.

3. The role of AI agents in finances and banking

HSBC's AI system sends instant alerts to customers about potentially fraud transactions, enabling quick proactive response, and **JPMorgan Chase** was able to reduce fraud by over 30 percent using AI. Wells Fargo's AI guides customers through the loan application process, saving employees' and clients' time and improving efficiency. And this is just the beginning.

Insurance Policies

Accurately analyze and review insurance policy data, providing authorized human personnel with available updates, claims processes, dependents, and coverage.

Portfolio Management

Streamline the process of managing daily expenses through robo-advisors that analyze the market and economic indicators to provide personalized investment recommendations based on real-time data.

Betterment and **Wealthfront** AI advisors create and manage portfolios tailored to individual investment risk strategies.

Fraud Detection & Cybersecurity

Monitor transactions in real time and automatically identify suspicious transaction patterns to isolate compromised systems, prevent fraudulent activities, and protect customers' data like **Cisco & Darktrace** and **PayPal** do, along with enhancing loan and credit approvals.

Billing & Payment Automation

Retrieve payroll data and assist with billing, tax-filling, and payment inquiries, resolving discrepancies, freeing human employees, and offering quicker solutions while maintaining a high level of cybersecurity and data privacy.

Moody's leverages multi-agent systems for detailed, autonomous financial analysis, administrative operations.

Customer Service

Improve clients' satisfaction and reduce operating costs by providing 24/7 customer support through chatbots and virtual assistants that resolve issues, offer advice, answer queries, and guide users through products and services.

Capital One's "Eno" agent assists clients with account and finance management.

Risk Management

Assess possible operational and account-related risks by analyzing all available financial data to predict market fluctuations, evaluate clients' eligibility, and suggest risk mitigation strategies.

Compliance & Regulation

Help institutions comply with regulatory requirements by continuously monitoring transactions, ensuring adherence to standards, and generating compliance reports to reduce the risk of non-compliance, reputational damage, and legal penalties.

Algorithmic Trading

Automatically analyze fintech data, predict market fluctuations, and execute profitable trades without human intervention, maximizing returns and ensuring unbiased decisions.

Goldman Sachs and Robinhood introduced agentic AI that enables faster, data-driven investments based on market trends.

Transaction Disputes

Resolve transaction disputes effortlessly by quickly analyzing billing discrepancies and detecting suspicious activities in real-time.

Mastercard's AI reports potential fraudulent transactions and initiates refunds, reducing the manual load for human agents.

4 How agentic AI tools enhance operations for oil, gas, and utility companies

ExxonMobil's AI analyzes seismic data to evaluate oil reservoirs, and **Shell** applies it to monitor the health of its pipelines, preventing critical leaks. **BP** leverages AI-powered remote monitoring for its offshore platforms, detecting potential safety hazards in real-time. Still, there is more!

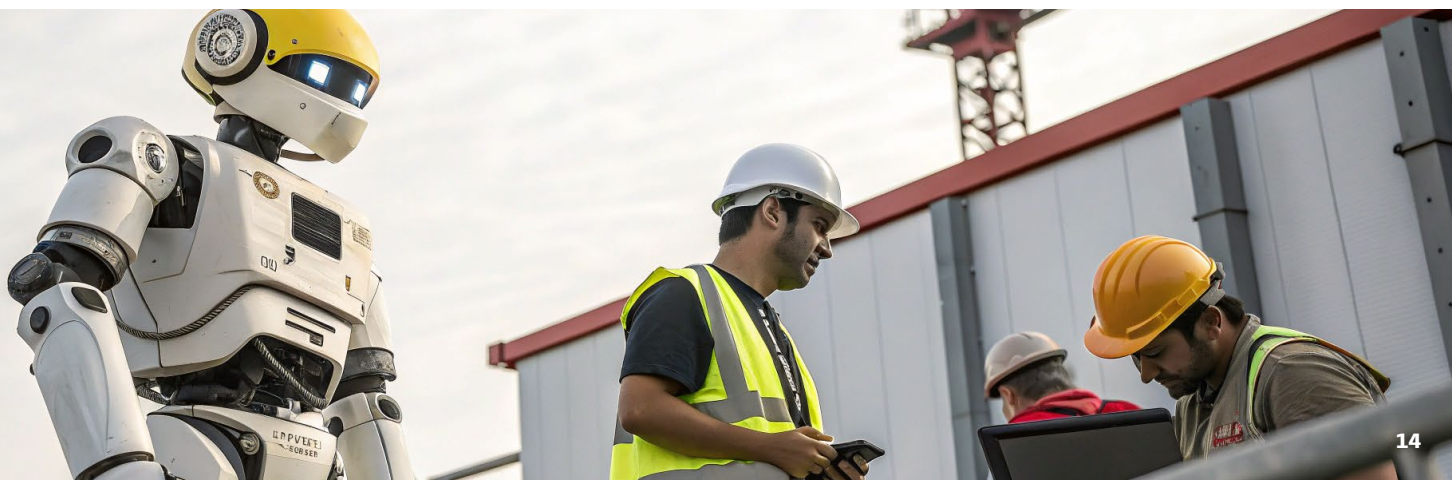|		
Predictive Maintenance	**Exploration Analysis**	**Smart Grids**
Monitor production infrastructure to forecast possible equipment failures in advance, reducing maintenance costs and downtime.	Process geological data to identify potential drilling sites with higher accuracy, optimizing resource allocation and reducing exploration costs and time.	Leverage data analytics collected from sensors and meters to optimize energy distribution and improve grid reliability and efficiency by balancing supply and demand and detecting faults before they impact users.
Energy Management	**Renewable Energy Optimization**	**Operational Safety Monitoring**
Optimize energy production and consumption by analyzing usage patterns and adjusting settings in real-time, aiding in demand prediction and reducing energy costs. **DeepMind, Duke Energy**, and **Ontario Power Generation** use agentic AI to optimize energy systems, improving operational efficiency.	Manage renewable energy sources more diligently and maximize their use by forecasting energy production and optimizing integration with grids to reduce reliance on fossil fuels and enhance sustainability.	Monitor operations and sites fully remotely 24/7 to identify safety risks and prioritize the safety of your workforce, ensuring compliance with regulations and reducing hazardous accidents.

5. AI agents aiding software development and IT

Microsoft, Amazon, Meta, and **Google** actively use artificial intelligence workforce in numerous fields of their IT operations. Even to replace human employees, yes. At **TEAM International**, we leverage agentic AI to optimize and streamline our recruitment and HR activities instead.

Code Generation

Assist in writing and reviewing large pieces of code, accelerating development cycles.

Bug Detection

Identify and suggest fixes for code vulnerabilities through automated testing, enhancing software reliability.

IT Helpdesk Automation

Set up an intelligent ticket routing system and automate responses to common FAQs, like password resets, company info, or software installation.

Service Request Completion

Categorize and prioritize user requests processing to simplify and accelerate a more productive by accessing the required information, providing relevant files, and routing inquiries to responsible teams.

Assets & Resources Management

Track the IT equipment's state, troubleshoot technical issues in real-time, and schedule software updates, installing them and completing deployments automatically once approved by human engineers.

Incident Response

Instantly handle incidents by identifying and grouping related ones to notify all the concerned parties and launch a respective response plan, simultaneously analyzing similar issues that happened in the past and suggesting tried and true solutions.

Access Provisioning

Automate access rights provisioning for different apps to authorized users, securing and simplifying different requests management for specific actions.

Resetting passwords

Automatically verify user identity and proactively manage password reset requests, streamlining operations and enhancing productivity across an entire organization.

Support Analytics Insights

Help human employees understand operational metrics and the support system's effectiveness by analyzing SLA completion, incident patterns, and resolution progress.

6. AI agents employed in retail and e-commerce

Amazon utilizes AI in its product and service recommendation engines, offering more personalized customer experiences aligned with their preferences. **Walmart's** AI system helps its workers optimize inventory based on precise customer demand. Sephora and Olay offer chatbots that help their customers select the perfect makeup and skincare products. Sounds like something you can use in your operations?

Warranties and Maintenance

Address queries related to warranty coverage, repair services, and general product support to ensure your clients have all the necessary information for their after-sales journeys, boosting overall customer loyalty.

Effective Inventory Management

Optimize supply chains and predict demand by analyzing sales data, market trends, and seasonality, ensuring optimal stock levels and preventing stockouts and overstocks.

Price Optimization & Promos

Dynamically adjust pricing to better meet customer needs and drive profitability based on market conditions criteria, also providing customers with timely information about relevant discounts and promotions.

Visual Search & Virtual Fitting Rooms

Allow customers to upload images of desired products to finds similar ones in your catalogs and provide 3D fitting rooms to try them out, enhancing the overall shopping experience.

Personalized Shopping Experiences

Analyze consumer behavior, preferences and tastes, and purchase history to recommend tailored products and services, boosting customer satisfaction and sales.

Customer Support & Virtual Shopping Assistants

Automate customer service to provide instant 24/7 support, answer queries, process returns, offer real-time information about product availability, and help with new purchases, reducing the workload on human employees and improving customer satisfaction.

7. Manufacturing AI agents in action

Samsung applies AI to detect flaws in electronic components, ensuring higher product quality. Siemens and **AVEVA** have integrated agentic AI across their entire manufacturing lifecycles, from engineering to design and process optimization. You could do so much more for your production.

Predictive Maintenance

Monitor equipment health in real-time, detect near-faulty assets, and adjust maintenance schedules to optimize resource management, save repair costs, and ensure uninterrupted production.

Smart Factories

Autonomously oversee production, track inventory, and adapt workflows based on demand forecasts, preventing downtimes and slowdowns.

Quality Control

Identify any defects in products with higher accuracy thanks to the utilization of computer vision, reducing waste and ensuring compliance with quality standards.

Robotic Automation

Automate repetitive tasks across production lines to minimize human errors and boost operational productivity, cost-effectiveness, and quality.

8. Transportation and logistics agentic AI use cases

Waymo employs autonomous trucks to transport freight, while **UPS** and **DHL** use AI to adjust delivery routes in real-time and reduce fuel consumption. **FedEx** leverages agentic AI for intelligent logistics management that optimizes its entire supply chain management cycle. Can your company do the same? Sure.

Self-Driving Vehicles

Streamline logistics operations by excluding the human error factor and improving critical efficiency to deliver parcels autonomously.

Route Optimization

Optimize delivery routes leveraging on real-time traffic data, weather conditions, fuel consumption, and delivery windows to reduce transportation costs and improve delivery efficiency.

Predictive Maintenance

Continuously monitor equipment and fleet vehicles to forecast maintenance needs and prevent breakdowns, eliminating downtime and reducing repair costs.

Autonomous Inventory Management

Analyze stock levels, predict demand needs, order replenishments, automate sorting, and optimize storage space to establish more efficient warehouse management and reduce operating costs.

Amazon and Ocado use AI to optimize stock levels within their warehouses.

Fleet Management

Track fleet performance metrics and shipment statuses, guaranteeing optimal resource usage and preventing costly downtime.
Uber's AI-driven ride-sharing services allow for dynamic allocation of fleet resources.

Risk Management

Evaluate vendors' performance and identify potential risks in supply chains (disruptions, delays, or quality issues) and elaborate mitigation strategies to ensure timely delivery, minimizing possible impact.

9. How educational organizations can utilize AI agents

Udacity, Duolingo, Squirrel AI, and Cognii e-learning platforms offer custom learning experiences powered by AI systems. Khan Academy uses conversational AI to engage learners and enhance retention.

Personalized Learning Platforms

Automatically assess students' strengths, weaknesses, learning styles, and individual progress to tailor studying plans, adapt the pace, and improve learning outcomes.

Intelligent Virtual Tutors

Provide real-time feedback, support students' mental health, assist with homework, explain complex concepts, and offer personalized resource recommendations based on user behavior.

Administrative Efficiency

Streamline administrative tasks at educational establishments (enrollment, billing, scheduling, and record-keeping) to reduce the workload for human staff and set up accurate, efficient operations.

Automated Grading

Handle the grading process by autonomously assessing exams, assignments, and quizzes to free educators for more high-level tasks and provide learners with timely evaluation.

Student Support

Offer 24/7 guidance by answering questions about course materials, pricing, deadlines, and various administrative processes, enhancing student engagement and satisfaction.

10. Do legal services benefit from agentic AI? Yes.

Platforms like **Lex Machina, Casetext,** and **ROSS Intelligence** support law workers with automated legal analytics, enabling them to win cases and elaborate successful strategies. Tools such as **Kira Systems, LawGeex,** and **eBrevia** automate redlining and contract negotiation. And if you need AI-driven doc reviews, **Luminance Diligence** and **Everlaw** are ready to provide. Dig in!

Automated Legal Research

Draft standard legal documents and assist humans with research and analysis saving time and improving accuracy by comparing vast amounts of related papers, cases, laws, and statutes to provide relevant information and precedents.

Contract Analysis

Automate contract generation, review, and management to boost efficiency, lower operating costs, and reduce human errors by analyzing contracts to pinpoint potential risks, critical terms, and compliance issues.

Document Review

Accelerate document review processes and reduce the workload on human professionals by identifying relevant docs, categorizing data, and highlighting key points automatically.

Predictive Analytics

Forecast case outcomes with high accuracy by processing all available historical data, case law, precedents, and judge rulings to help lawyers assess their chances on winning a case and make more informed decisions.

Client Management

Automate administrative tasks like scheduling, billing, and communication to enhance client management, improve service delivery, and enable lawyers to focus on actual legal work.

11. Insurance is driven by insurtech which is powered by AI agents already.

Swiss Re uses automation to provide autonomous platforms for claims processing and climate risk assessments. What else is on the table?

Claims Processing

Speed up workflows and reduce human errors by automating the claims processing to verify documents, assess damages, and determine claim validity faster, with higher overall customer satisfaction.

Risk Assessment

Analyze data from all available sources to assess risks more accurately, enabling insurers to provide more appropriate pricing policies and reduce fraudulent claims.

Customer Service

Handle clients' queries, provide all necessary case information, and assist with claims to enhance customer experience.

Underwriting

Analyze applicants' data and predict the likelihood of claims arising to enable more accurate risk evaluation and policy pricing, improving decision-making.

Client Management

Identify suspicious patterns and anomalies in claims data to prevent fraudulent activities and flag them for further investigation..

12. AI agents transforming the travel and hospitality industry

Hilton Dubai Palm's AI-powered system remembers customers' preferences, including breakfast schedule and room temperature. **Ritz-Carlton** employs AI to predict guests' allergies before they even mention them by analyzing previous dining patterns across different properties. And Singapore's **Marina Bay Sands** has transformed kitchen operations with AI, cutting food waste by 30 percent. Everyone is in on the digital transformation rally.

Travel Planning

Automatically handle booking queries, itinerary changes, and flight cancellations, boosting efficiency and productivity.

Expedia leverages ChatGPT to provide smooth trip planning.

Personalized Guest Experiences

Analyze guest preferences and behavior to outline personalized room recommendations and activity suggestions, provide real-time updates on delays, track luggage, and tailor dining options, securing more enhanced customer service.

Automated Check-In & Check-Out

Allow your guests to check in and out quickly and seamlessly, at any time of day and night, without human intervention through AI-powered kiosks and mobile apps to reduce wait times and increase operational efficiency.

Facility & Revenue Management

Analyze demand patterns, market trends, and competitors to optimize your pricing and inventory, maximizing revenue through a higher occupancy rate.

Virtual Concierges

Provide guests with information about destinations, establishments, local attractions, and services, also processing requests for room service, reservations, and transfers to improve guest satisfaction.

Predictive Maintenance

Monitor equipment and internal on-site or virtual systems to forecast maintenance needs in advance, saving costs and preventing downtime and breakdowns.

13. Even in farming and agriculture? Right, even there, you'll see agentic AI.

Upside Robotics uses data collected from field sensors to revolutionize precision farming with AI-powered robots. **Amazon, DHL, UPS,** and **Flytrex** employ autonomous drones to deliver packages and goods. **IBM's** AI models air pollution and weather patterns, helping cities predict pollution levels and react in real-time. And there is so much more to it!

Precision Farming

Monitor soil conditions, crop health, and weather by analyzing data from sensors, drones, and satellite imagery to optimize irrigation and fertilization, improve crop yields, and reduce waste.

Autonomous Machinery

Reduce labor costs, improve staff safety, and increase productivity by assigning autonomous vehicles to handle high-precision planting, weeding, and harvesting.

Predictive Analytics

Calculate crop yields and identify potential issues and risks to enable farmers to optimize their operations proactively.

Supply Chain Optimization

Predicting demand, manage inventory, and coordinate logistics automatically to optimize supply chains, ensuring timely delivery of produce and reducing post-harvest losses.

Sustainable Farming

Analyze climate data and change patterns to offer the most suitable eco-friendly farming practices, minimizing environmental impact and helping conserve resources through accurate climate modeling.

Autonomous Drones

Handle delivery and surveillance tasks, detecting unauthorized intrusions, navigating complex environments, and analyzing various conditions to identify abnormal activities without human intervention.

Is this the end of the list? Not even close. Companies like **LinkedIn, IBM, Mastercard, Talla, Electrolux Group,** and **Kuehne+Nagel** leverage AI tools to simplify their human resource management processes, for instance. Agentic artificial intelligence also has the potential to reimagine smart homes and IoT devices, emergency response services, marketing, business intelligence, and much more.

Do or don't? TEAM's 6 expert recommendations for C-level executives

We know starting a new journey is hard, but you don't have to rush it right from day one. You now have an idea of possible use cases that agentic AI can help you with.
So, here are our top six tips to determine the actual necessity of AI agents in your operations:

1 **Assess Operational Bottlenecks:** Identify whether areas where automation can enhance your organization's overall operational efficiency exist.

2 **Evaluate Data Availability:** Ensure your teams have sufficient amounts of clean, unbiased, and accurate data to train and support AI agents effectively.

3 **Consider Implementation Capabilities:** Examine how potential AI agents will integrate with your existing legacy systems and workflows to avoid downtime and incompatibility.

4 **Analyze Cost-Benefit:** Weigh the investment against possible ROI in productivity and cost savings.

5 **Define Critical Growth Goals:** Align your AI initiatives with your tech needs and business targets to outline specific requirements and objectives that AI agents will have to support.

6 **Choose the Right Agent Type:** Evaluate all available options to choose the most suitable AI agent type, considering factors like complexity, cost, scalability, and ease of integration.
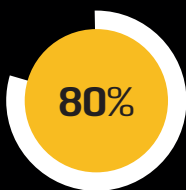
Market Stats to Catch Your Attention

The AI agents' market size is projected to hit **$29B by 2028**, up from $5B in 2023.

~ **70**% of Fortune 500 companies use **Microsoft 365 Copilot** for task automation.
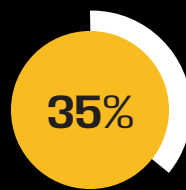
Businesses using AI agents save up to **30%** on operational expenses.

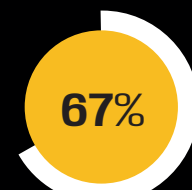The retail AI market is to grow at a **CAGR of 23.9% through 2030.**

The global AI in energy market is expected to hit **$20.83B** by 2028, growing at a **CAGR of 23.6%**.

80%

Lenovo implemented AI agents to handle up to **80%** of customer queries without human intervention with faster response times and better efficiency.

35%

Amazon's AI recommendation engine drives **35%** of its sales by offering products tailored to customers' preferences.

67%

Fujitsu achieved a **67%** increase in productivity for over **35,000** employees by leveraging Azure AI Agent Service for sales proposal generation.

The future of agentic AI and our role in it

AI agents rise to the occasion, transforming various aspects of business operations and revolutionizing multiple industries, from telecom to healthcare to banking and legal services. And why not, right? They offer the most innovative solutions that can help entrepreneurs across the globe adapt to changing environments, cut expenses, enable sophisticated data analysis capabilities, and bridge skill gaps. All of it means getting a competitive edge faster and more efficiently thanks to more informed decision-making.

So, we believe it's safe to say that AI agents will keep carving out their vital place in the future of technology. They will create new opportunities for unmatched innovation and revolutionary business growth. However, it's essential to make sure that we all encourage only responsible and ethical AI development that protects customers' data privacy and assets' security. Along with the obligation to carefully align artificial intelligence initiatives with social responsibility and business objectives.

Team
international