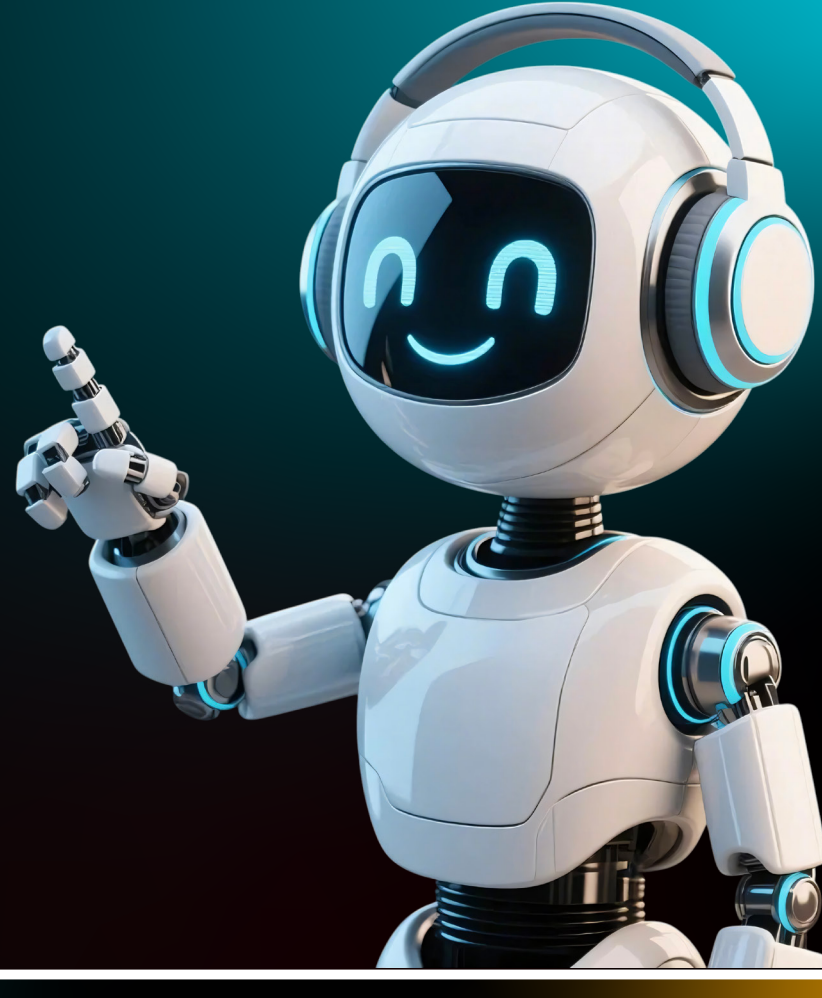


The Name's Bot.

AUTO-BOT: Everything You Need To Know About AI Agents



Over the last few months, something very catchy and intriguing has been buzzing online – Agentic AI or AI Agents. The complex jargon sounds familiar and distant at the same time.

So, we took it upon ourselves to break down what it means, its capabilities and most importantly, its enterprise implications.

Agentic AI 101: WHAT IS IT?

Agentic AI is an artificial intelligence system that has the ability to perform actions and make decisions autonomously. Built on GenAI techniques, Agentic AI can seamlessly execute specific tasks without human intervention, making them ideal solutions to automate redundant workflows, tasks, and processes.

Unlike Generative AI, Agentic AI does not generate content or visuals. They execute super-specific tasks like humans would with their own mechanisms, modules, and algorithms.

TYPES OF AI AGENTS



Simple Reflex Agent: it's basic and operates purely on an 'if-then' rule with no memory of past events.



Model-based Reflex Agent: It possess simple memory and can take actions based on current perception and data from past events.



Goal-based Agent: Driven by specific goals, it has a plan of action and a series of steps to achieve the goal.



Utility-based Agent: Evolved versions of a goal-based agent, it solves for a goal in the best way possible, constantly rerouting between the fastest route and the most efficient route.



Learning Agent: The most advanced agent, it learns from experiences, follows pre-programmed rules, and adapts its decisions and behaviors depending on new situations

HOW DOES AGENTIC AI WORK?

In the simplest term, the functioning of Agentic AI can be summarized in 6 simple steps:

- **Goal setting:** starts with the user assigning a specific task, setting a target, or specifying a goal
- **Solutioning:** involves breaking down the goal into smaller, manageable sub-tasks
- **Planning and action:** the AI agent strategizes a systematic plan to execute the task. In this stage, it also decides which tools to deploy and what techniques to incorporate, bringing its own indigenous plan of action for task completion.
- **Implementation & optimization:** AI begins executing tasks and sub-tasks one by one. With analytics involved, it gathers data, turns them into information, and makes further decisions or executes corrective measures.
- **Monitoring:** progress of the tasks are monitored by the AI, turning them into a extensive, coherent output.
- **Final solution:** depending on the goal, the AI agent presents a final solution or status of the task executed, marking it closed.

QUICK USE CASES OF AGENTIC AI

- Optimize supply-chain by monitoring inventory levels, forecasting demands, modify stock orders and more
- Autonomously resolve customer conflicts such as initiating refund and authenticating users
- Cross-sell and recommend ideal products and deliver superior customer service
- Perpetually monitor IT systems and networks, detect and diagnose anomalies, and generate self-healing systems
- Screen resumes, schedule interviews, manage candidate communication and more

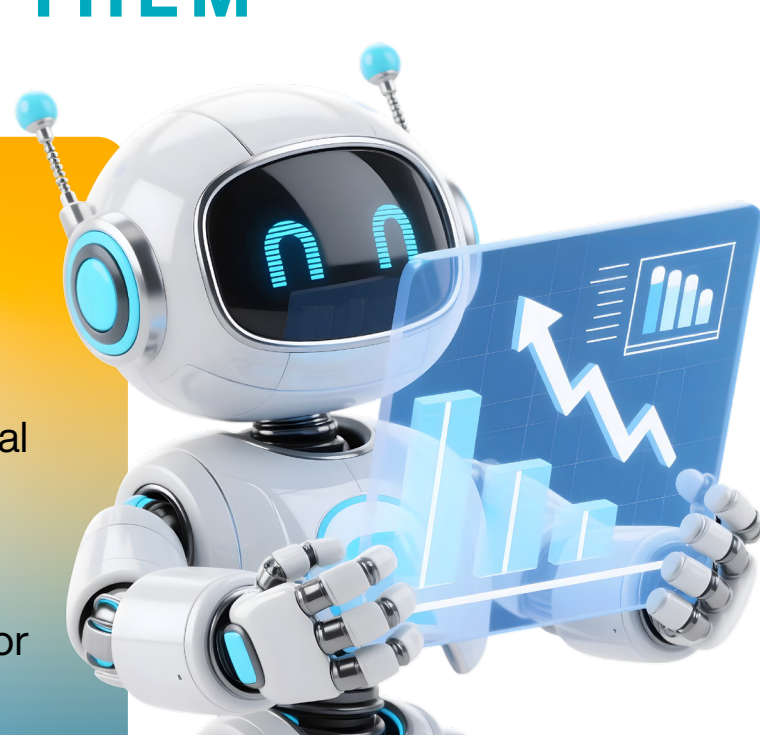
ENTERPRISE BENEFITS OF DEPLOYING AGENTIC AI

- Operational autonomy through proactive action and complex task execution
- Reduce manual overhead through full-cycle automation, workflow monitoring and modification and more
- Cost efficiency and enhanced productivity through seamless scalability and 24/7 deployability

RISKS OF AGENTIC AI & HOW TO MITIGATE THEM

Risk

- AI agents can act erroneously, increasing chances of unethical or unintended actions.
- The complexity of Agentic AI can make it too complicated for humans, resulting in a loss of control.
- AI agents may generate outcomes that might lead to security breaches.



Prevention

- Ensure transparency in AI implementation, involve XAI, conduct audits, and have human interventions in place.
- Implement BOAT (Business Orchestration & Automation Technology) in your architecture to ensure best practices and benchmark standards are followed.
- Adopt and implement strong security technologies and protocols to suppress and mitigate risks.



How To Make Your Enterprise Agentic AI-ready

If your ambition is locked in on implementing Agentic AI, here are a few steps to get started:

- **Strategic Alignment:** Conduct an enterprise audit and align Agentic AI requirements with business use cases. Start with pilot projects and clearly establish metrics.
- **Data Infrastructure Management:** clean and consolidate data and implement strong data governance protocols, making data easily accessible and rigidly siloed at the same time.
- **People & Culture:** Increase AI literacy across your workforce through AI-specific training programs. This means role-specific training on technical and non-technical AI tools and techniques.

Becoming AI-ready is rewarding but not without its fair share of learning and unlearning. As the future moves faster towards AI implementation, a quick introspection on how Agentic AI can solve for your business' larger goals and ambitions might give you a competitive edge and catapult your enterprise to new heights.

Reach out to us for tailored talent transformation programs:

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