



AI TECH SNAPSHOT

# Agentic AI & the Future of Work

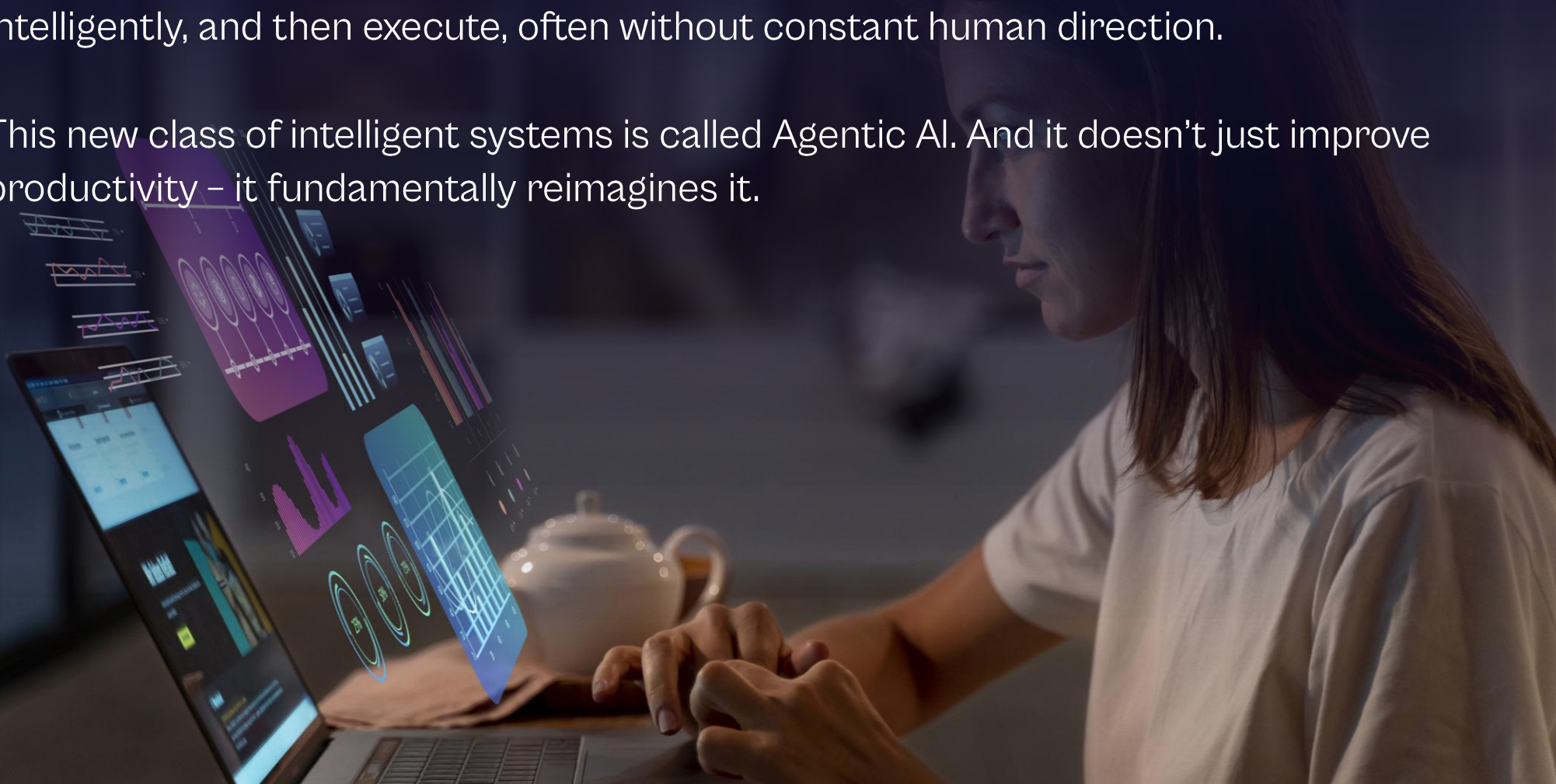
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We're in the middle of a major shift in how AI shows up at work. It's no longer just about automation or predictions. What's emerging now is AI that acts with intent, systems that observe their surroundings, make sense of what's happening, plan intelligently, and then execute, often without constant human direction.

This new class of intelligent systems is called Agentic AI. And it doesn't just improve productivity – it fundamentally reimagines it.



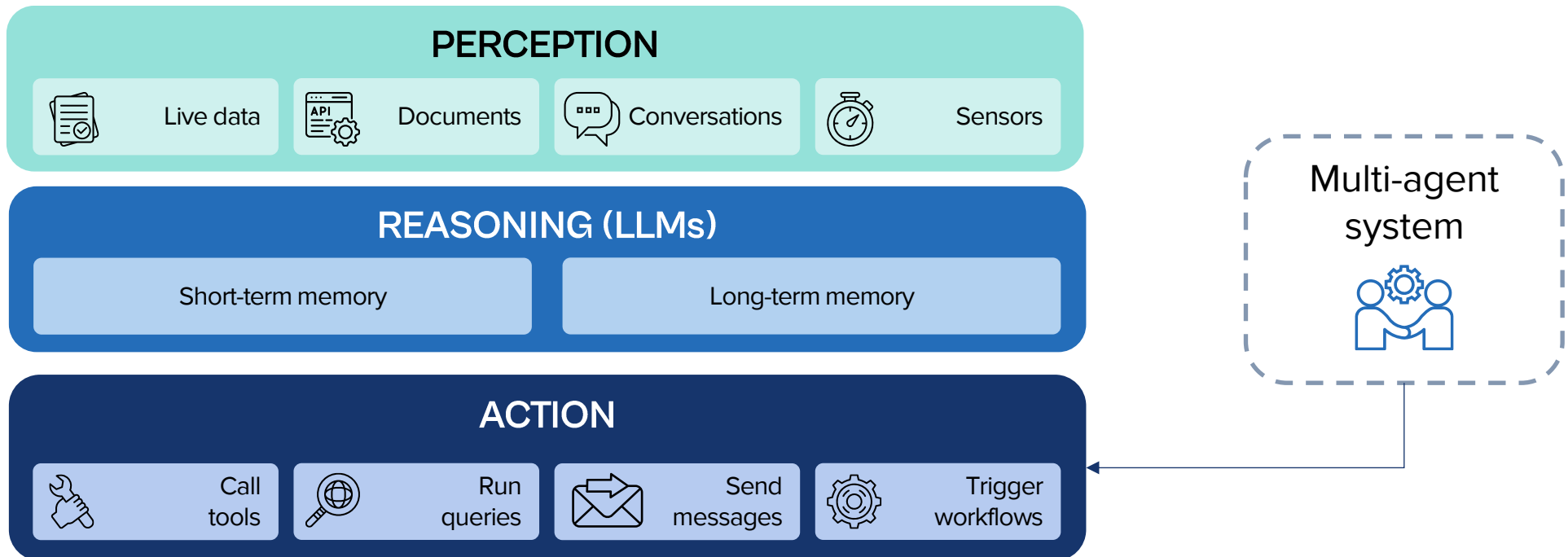




# What is Agentic AI?

Agentic AI is about more than reacting to input; it's about pursuing outcomes. At its core are intelligent agents: software entities that don't just wait for instructions, but take initiative, make decisions, collaborate, and learn over time.

## HOW AGENTIC AI SYSTEMS WORK: A LAYERED ARCHITECTURE





# What's Making Agentic AI Possible Now?

- 1** LLMs with reasoning capabilities  
not just generating text, but planning, reflecting, and making decisions.
- 2** Function calling  
enabling models to use APIs and tools to take real-world actions.
- 3** Retrieval-Augmented Generation  
grounding outputs in relevant, up-to-date information.
- 4** Vector databases and embeddings  
supporting memory, recall, and contextual understanding.
- 5** Reinforcement learning  
allowing agents to learn and improve through feedback.
- 6** Orchestration frameworks  
platforms like AutoGen, LangGraph, and CrewAI that help build, coordinate, and manage multi-agent systems.



# Getting Started with Agentic AI

If you're exploring Agentic AI, the first step isn't technical but strategic. Focus on use cases where autonomy creates clear value: high-volume tasks, cross-functional coordination, or real-time decision-making.

**Then, build your foundation:**

## Start small, but design for scale

Begin with pilot use cases in areas like customer support or IT operations

## Invest in enablers

APIs, clean data, observability tools, and a robust security posture are essential

## Choose the orchestration frameworks

Tools that make it easier to build, deploy, and monitor agentic workflows

## Prioritise governance

Define access control, ethical boundaries, and clear oversight mechanisms from day one



## Ecosystem Opinion

Agentic AI doesn't just execute tasks; it collaborates, learns, and adapts. It marks a fundamental change in how work flows across teams, systems, and decisions. As these technologies mature, we'll see them embedded across industries – from finance to healthcare to manufacturing.

But they won't replace people. They'll amplify us; boosting judgement, creativity, speed, and impact. The future of work isn't just faster or more automated. It's agentic, and it's already here.





For more Ecosystem  
Insights, visit



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