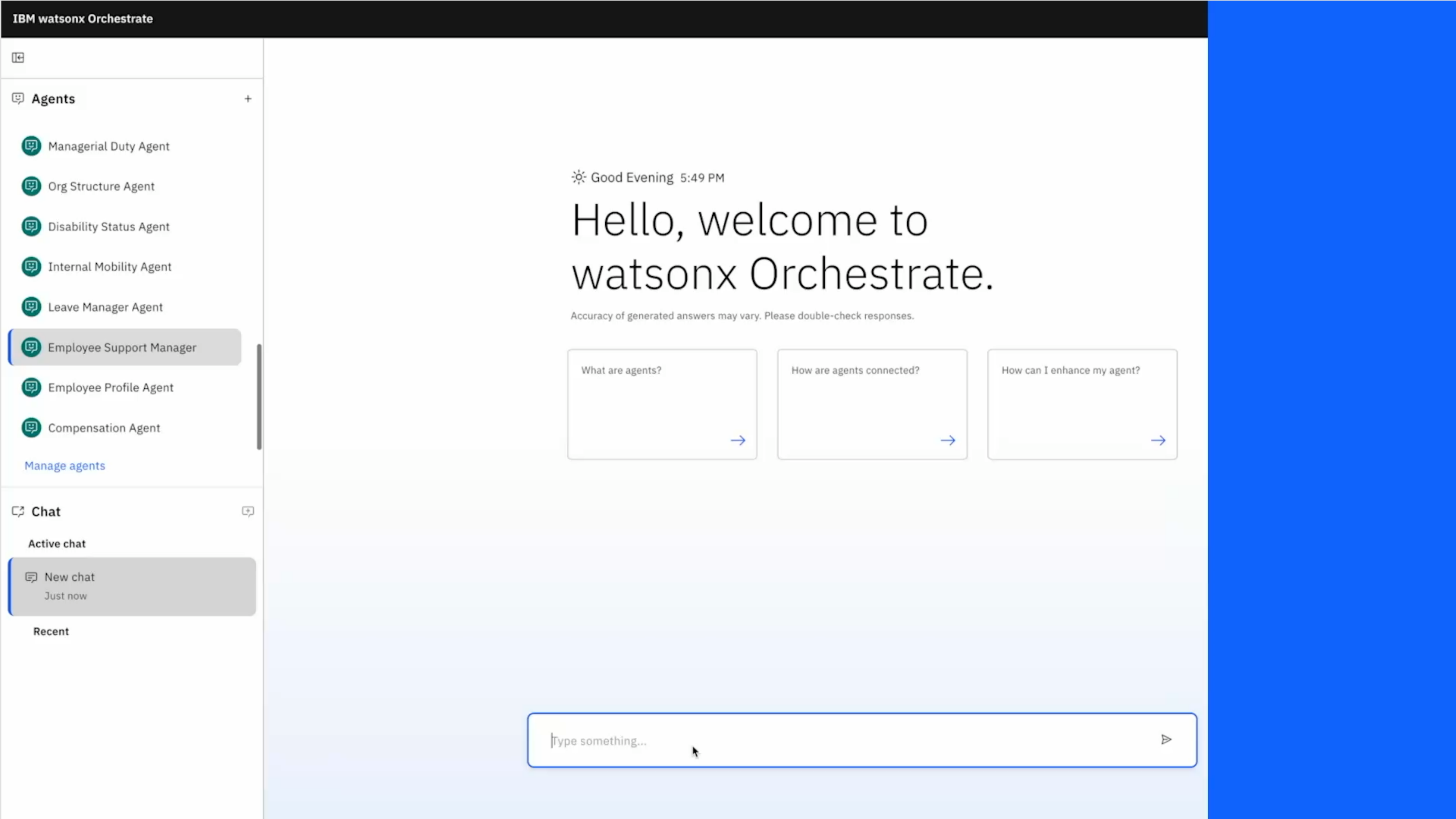


Meet Your New Coworkers: AI Assistants in Action with watsonx Orchestrate

Charleen Englert

Partner Technical Specialist
Data & AI, IBM Technology



 Agents +

 Managerial Duty Agent

 Org Structure Agent

 Disability Status Agent

 Internal Mobility Agent

 Leave Manager Agent

 Employee Support Manager

 Employee Profile Agent

 Compensation Agent

Manage agents

 Chat 

Active chat

 New chat

Just now

Recent

☀ Good Evening 5:49 PM

Hello, welcome to watsonx Orchestrate.

Accuracy of generated answers may vary. Please double-check responses.

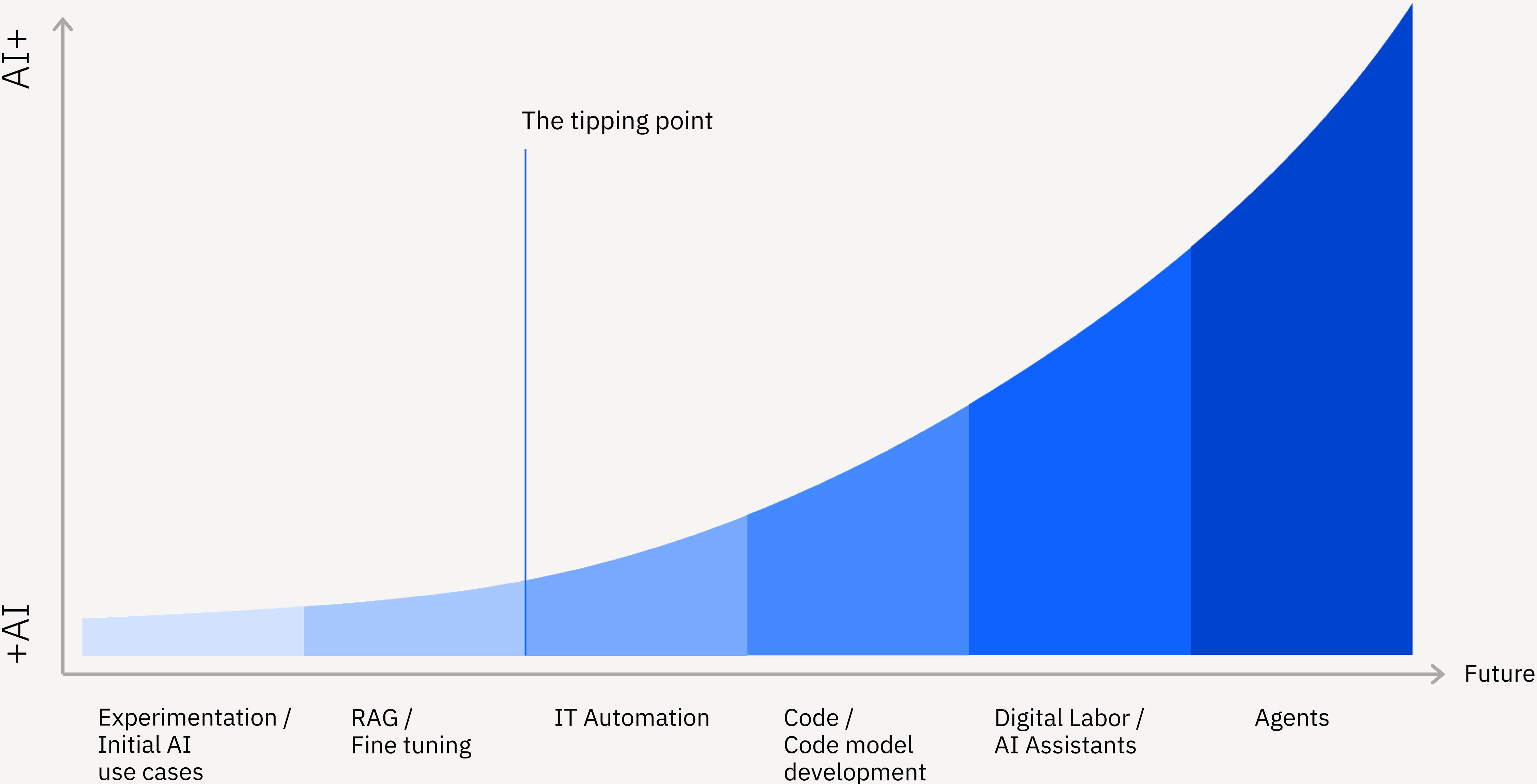
What are agents? →

How are agents connected? →

How can I enhance my agent? →

Type something... 

AI Value Creation Curve



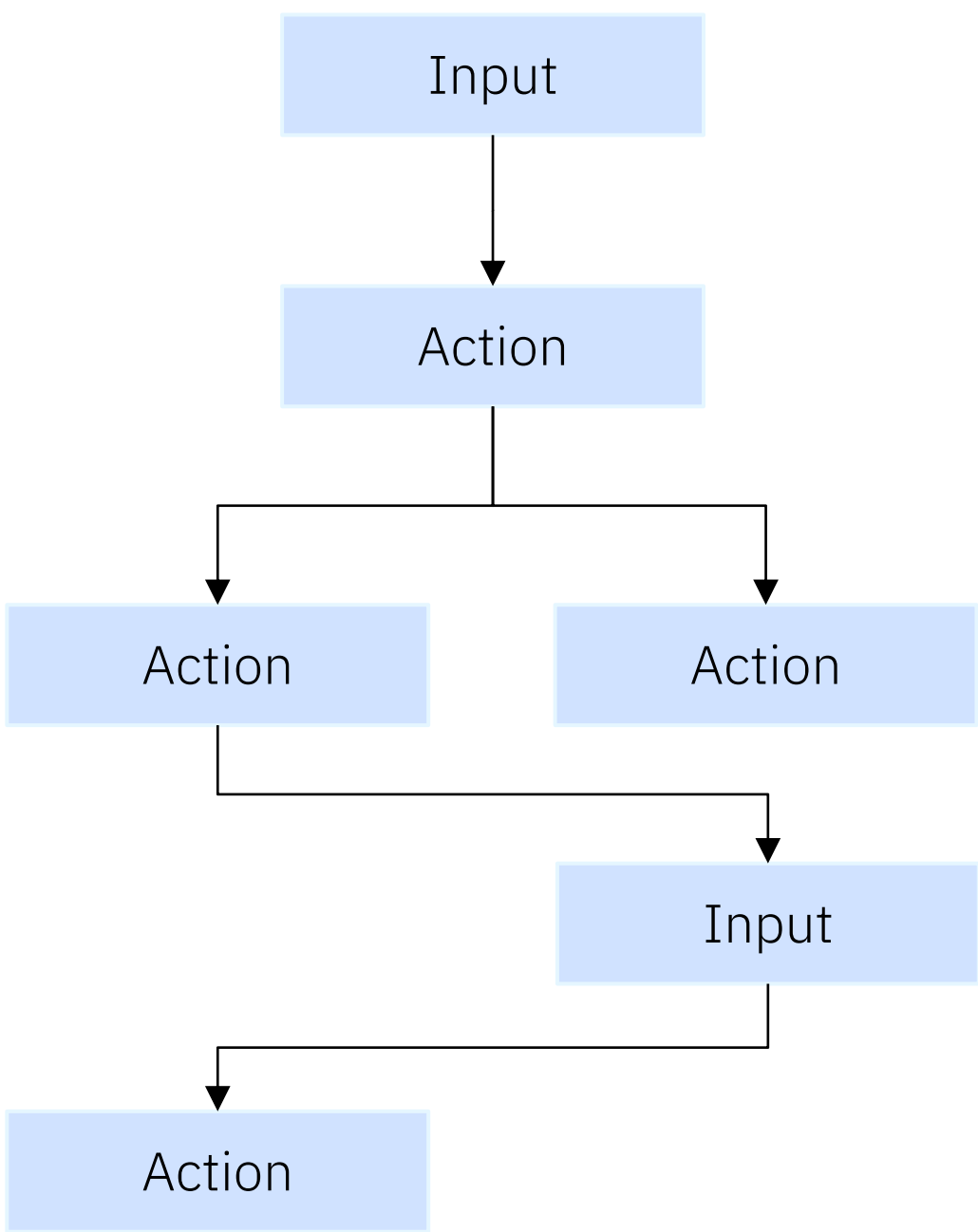
Agents



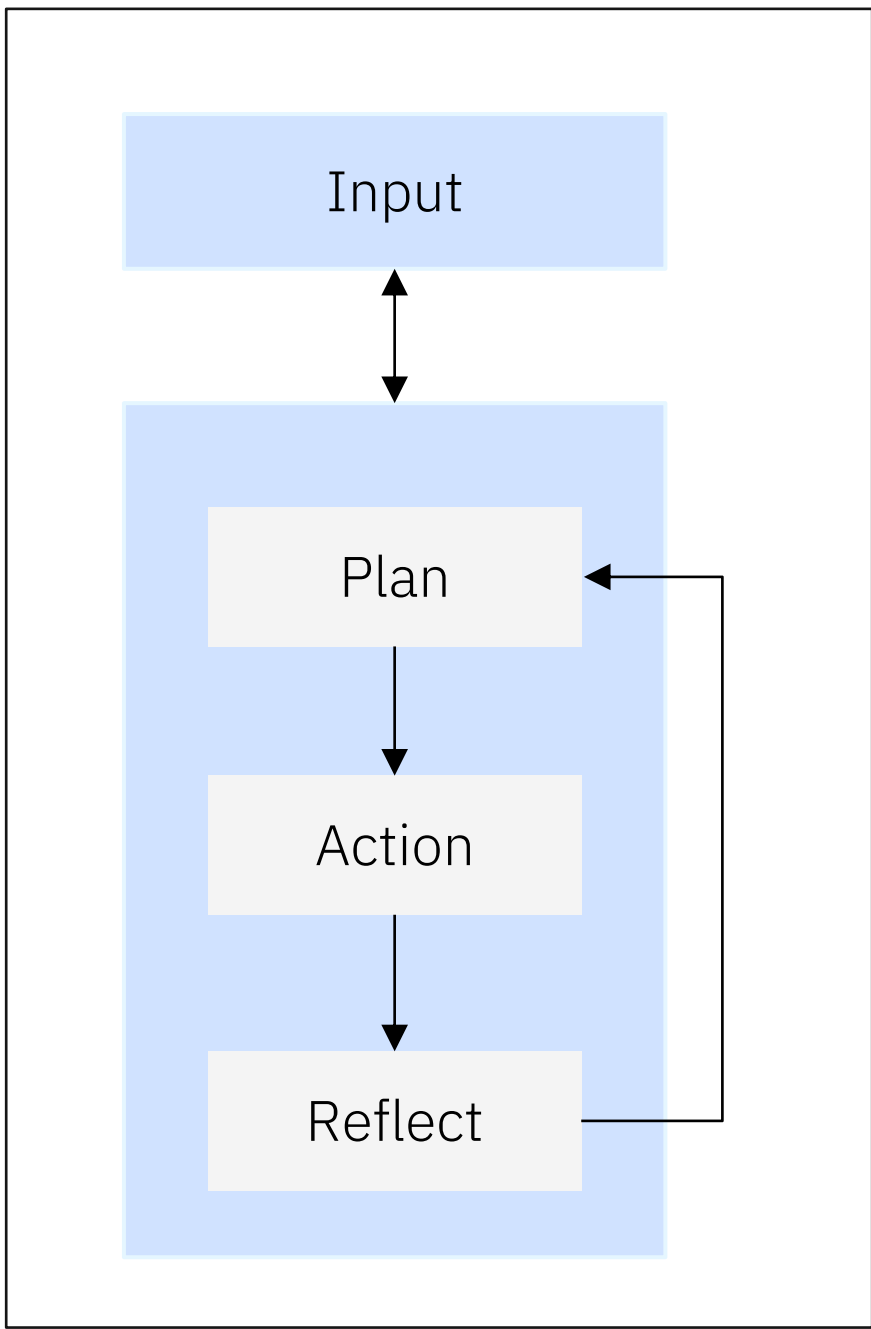
Evolution of AI assistants

Traditional assistants → Single-agent assistants → Multi-agent assistants

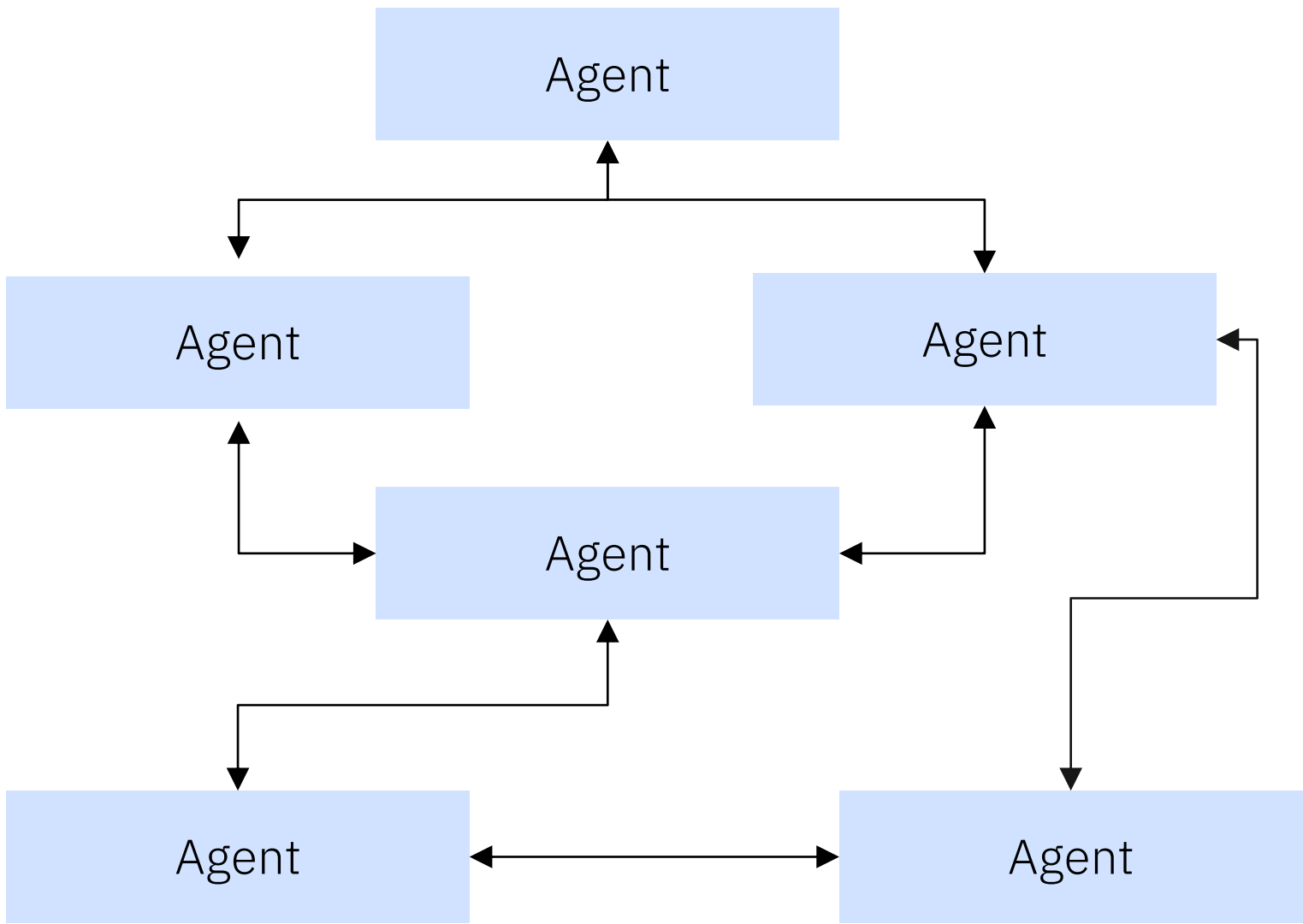
- **Rule based** (if x, do y)
- **Predefined action paths**



- **Task based** (e.g., flight booker)
- **Performance constraints** as scope of task increases
- **Limited control**

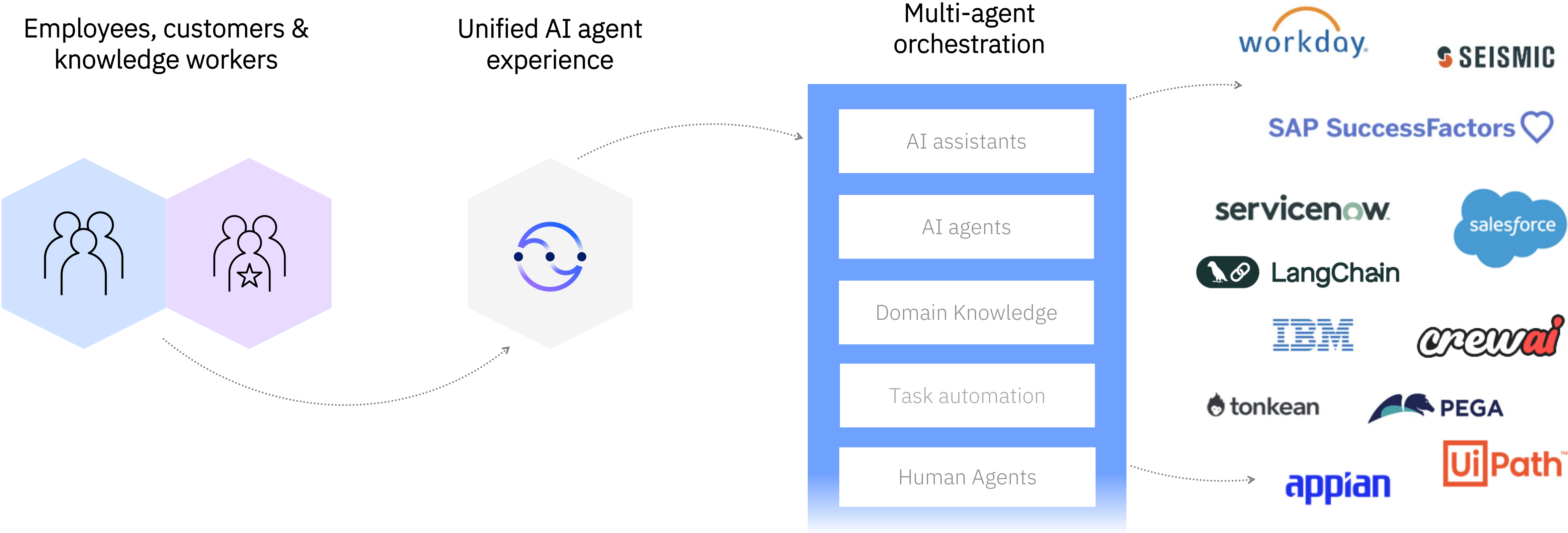


- **Domain based** (e.g., travel agent)
- **Specialized agents** (planner, flight booker, hotel booker, etc.) work together, improving system performance
- **Control** over how agents communicate
- **Multiple architecture** options (network, hierarchical, supervisor, custom)



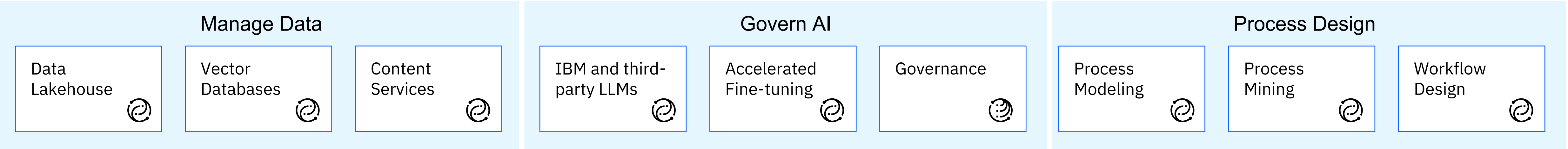
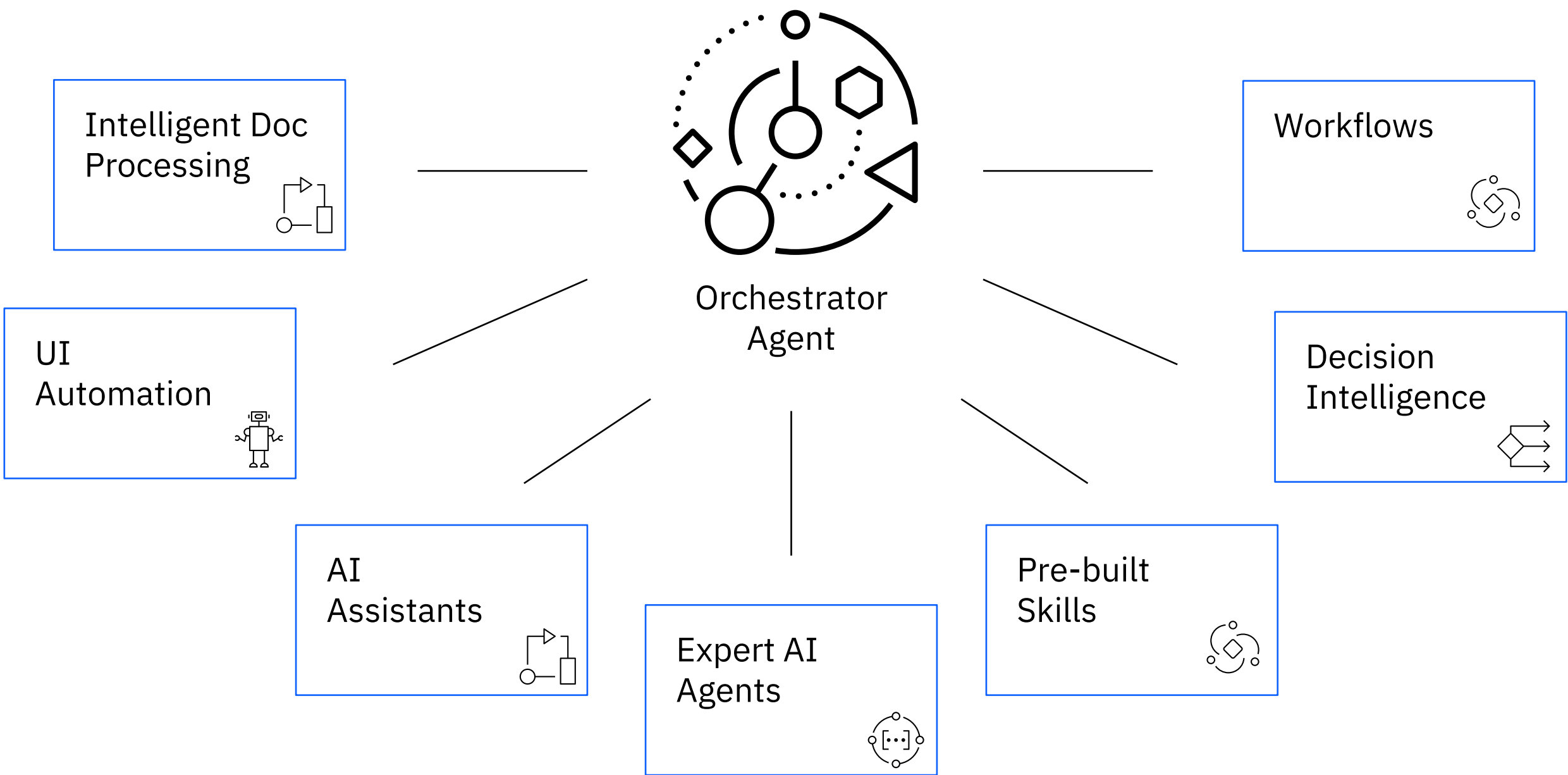
IBM watsonx Orchestrate

Build, deploy and orchestrate AI assistants and agents across the enterprise



Agentic orchestration unifies existing and future automation capabilities

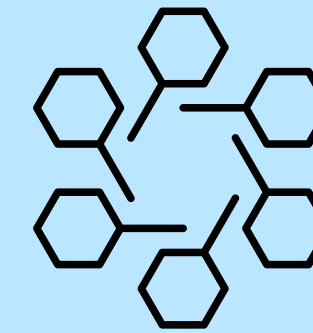
Omni-channel experiences



Scale AI agents across your business

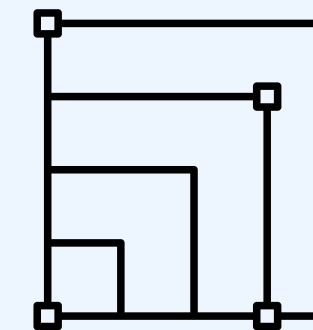
Multi-agent orchestration

Manage all agents in one place



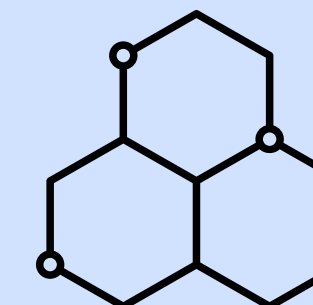
Prebuilt agents

Accelerate AI agent deployment



Custom-built agents

Build custom designed agents





Search your chats



Welcome agent



Build agents and tools



New chat



Pinned chats



Recent chats



Collapse panel



Welcome agent 12:46

Hello, welcome to watsonx Orchestrate.

What is an agent?
Learn how agents can
automate your daily tasks.



Explore available agents
See what agents are ready
to help you get things done.



How do I get started?
Get step-by-step guidance
to start using watsonx
Orchestrate.



What are tools?
Understand how skills
power your agents.



Connect your tools
Link your everyday app with
your account.



Customize an agent
Learn how to personalize an
agent to fit your workflow.



Type something...



AI agents address **key challenges** across business domains

IT Processes

80% of the product development lifecycle will be augmented with generative AI code generation

Customer service

85% of execs say generative AI will be interacting directly with customers in the next two years

HR and Talent Management

Estimated 85 million jobs could go unfilled by 2030 due to lack of skilled workers

Sales & Marketing

More than 42% of CMOs say scaling hyper-personalization is a priority and 64% expect to use generative AI for content personalization

Financial planning & analysis

Despite automation, over 85% of FP&A teams are struggling to support complex decision-making due to economic turbulence

Business Operations

45% of employees say context switching makes them less productive

