

L'orchestrazione degli Agenti AI con IBM watsonx Orchestrate

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IDM

WE SIMPLIFY YOUR WORK



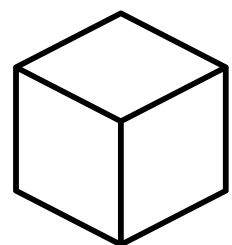
Gold Partner

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A fundamental shift
is underway for AI

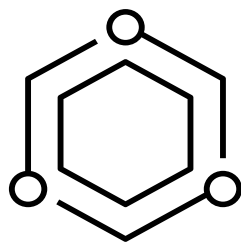
AI that can
generate for you



Models

- Next-token prediction
- Text generation
- Pattern matching

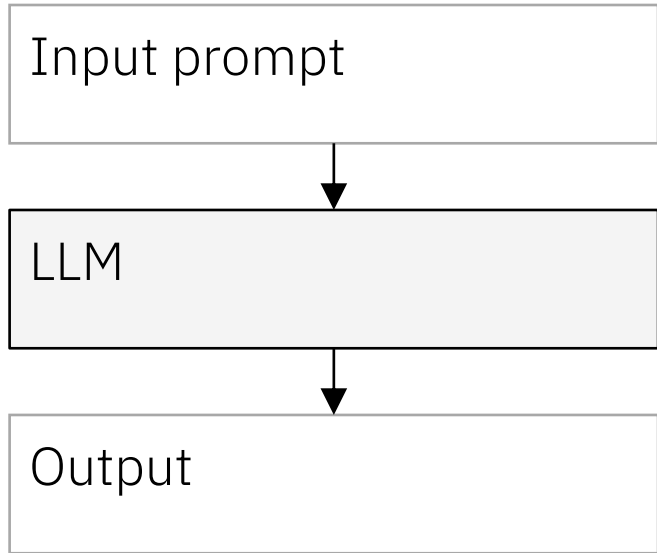
AI that can
chat for you



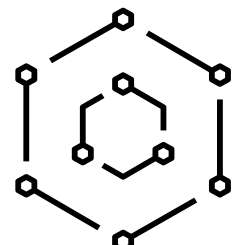
Assistants

- Powered by single customized LLM & large training data
- Inflexible & brittle at run-time

Feed-forward systems



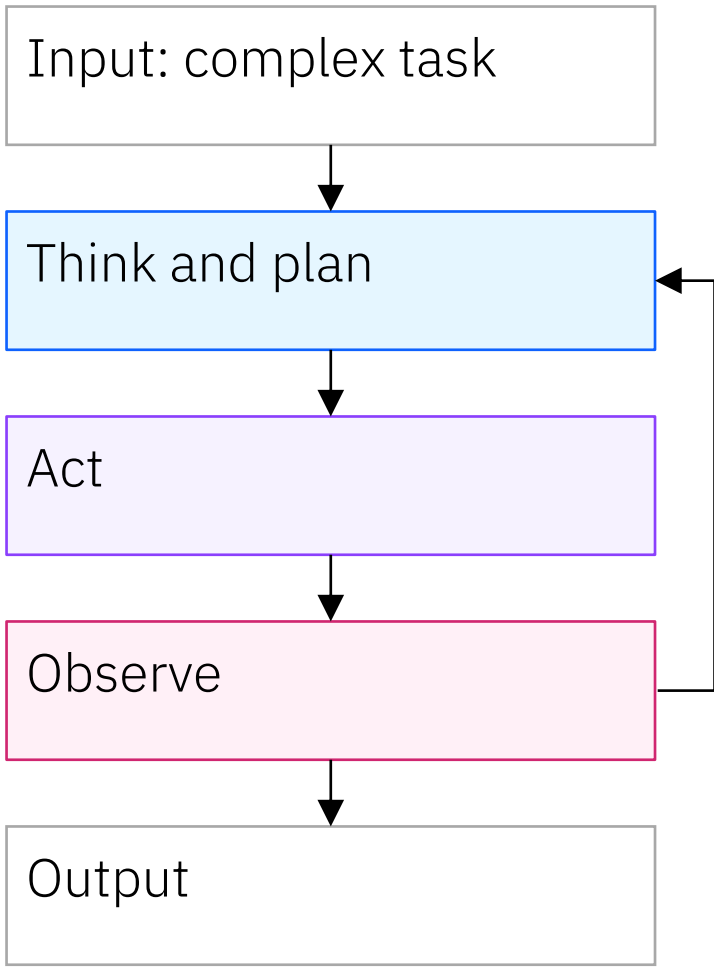
AI that can
do for you



Agents

- Powered by the **think-act-observe** loop
- Flexible & adapts to real-time data

Feedback systems

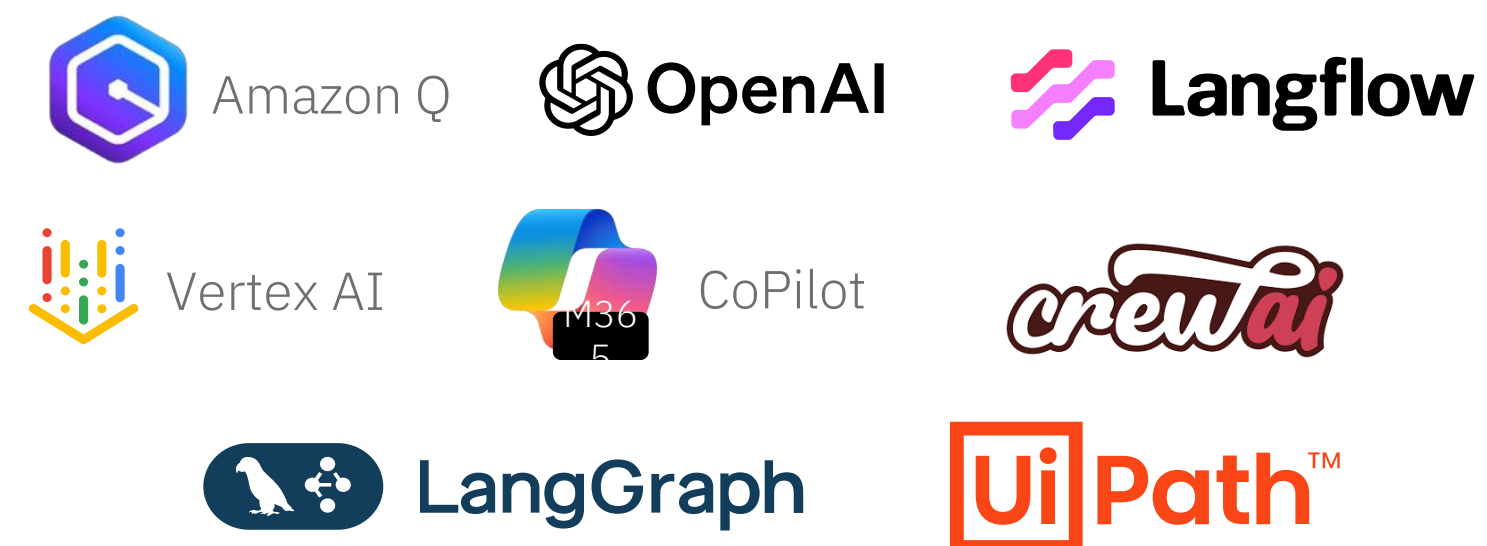


Hype: Building agents is Easy

Apps



AI Frameworks & Vendors



Reality: Deploying them at scale is not

75%

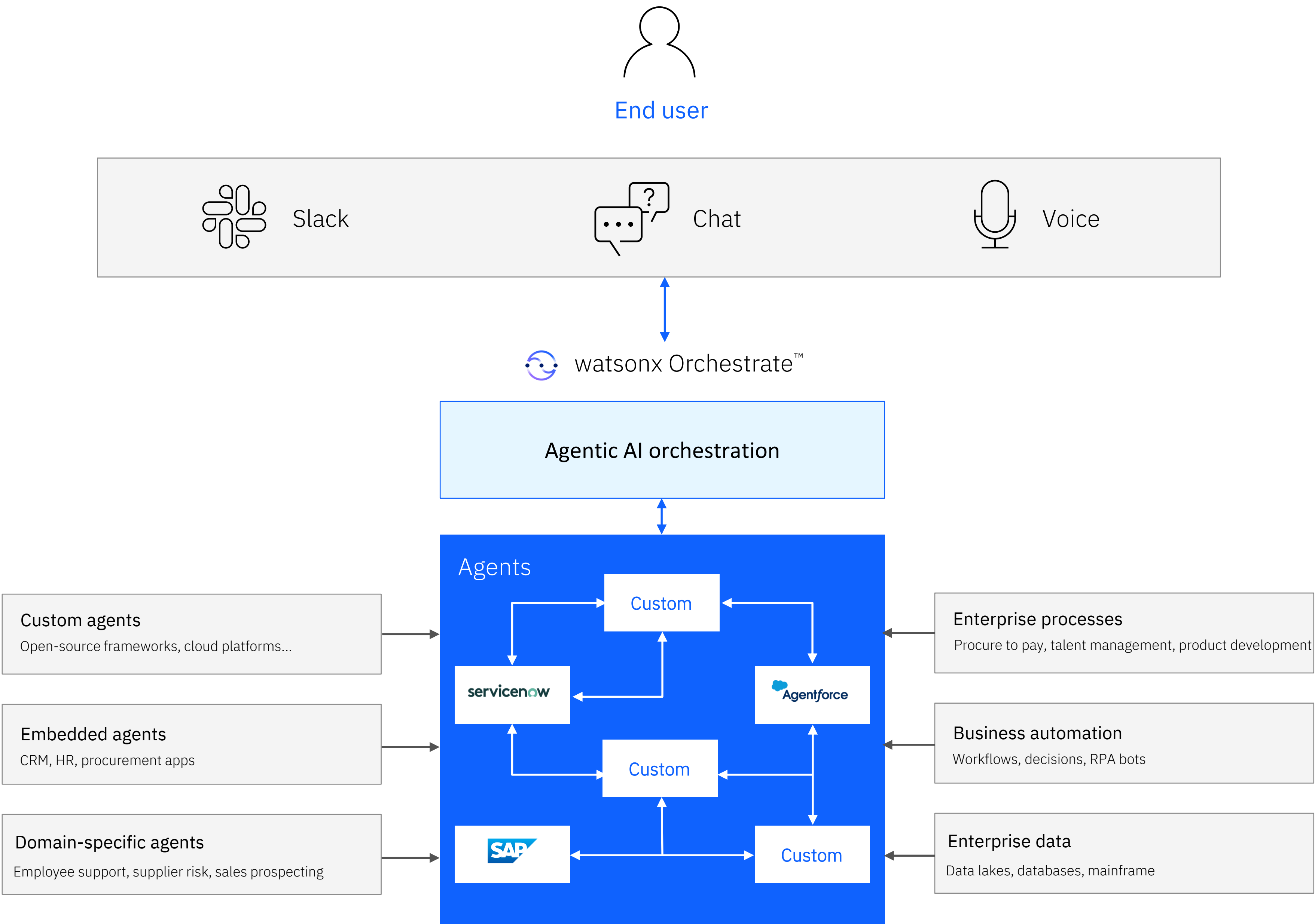
of executives rank AI as a top-three priority¹

25%

are realizing ROI from their AI¹

Unlocking a new paradigm for putting AI to work in the enterprise

Integrations

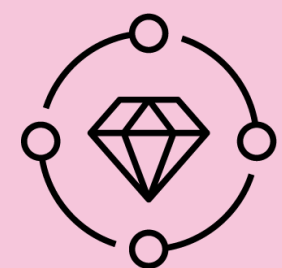


Agentic AI innovation within watsonx Orchestrate

Agentic AI Governance

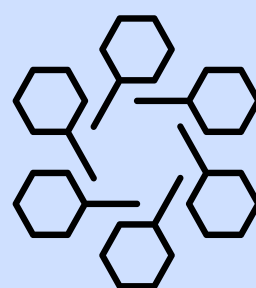
Evaluate, deploy and monitor all types of agents.

Manage compliance, security and risk.



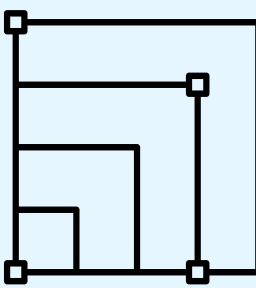
Orchestrator for Tools and Agents

Multi-agent, multi-tool supervisor, router, and planner which facilitates complex task execution



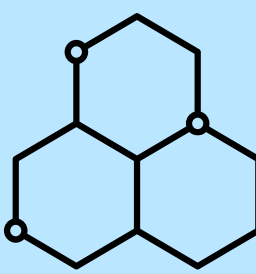
Prebuilt AI Agents

Accelerate AI Agents with pre-built utility agents and domain agents. Provide a searchable catalog of AI agents and tools.



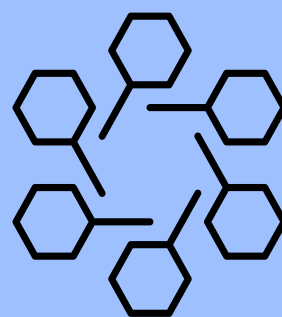
Build Your Own Agents

Build custom designed agents with no-code and pro-code tooling. Integrate 3rd party agents built in any tool or framework



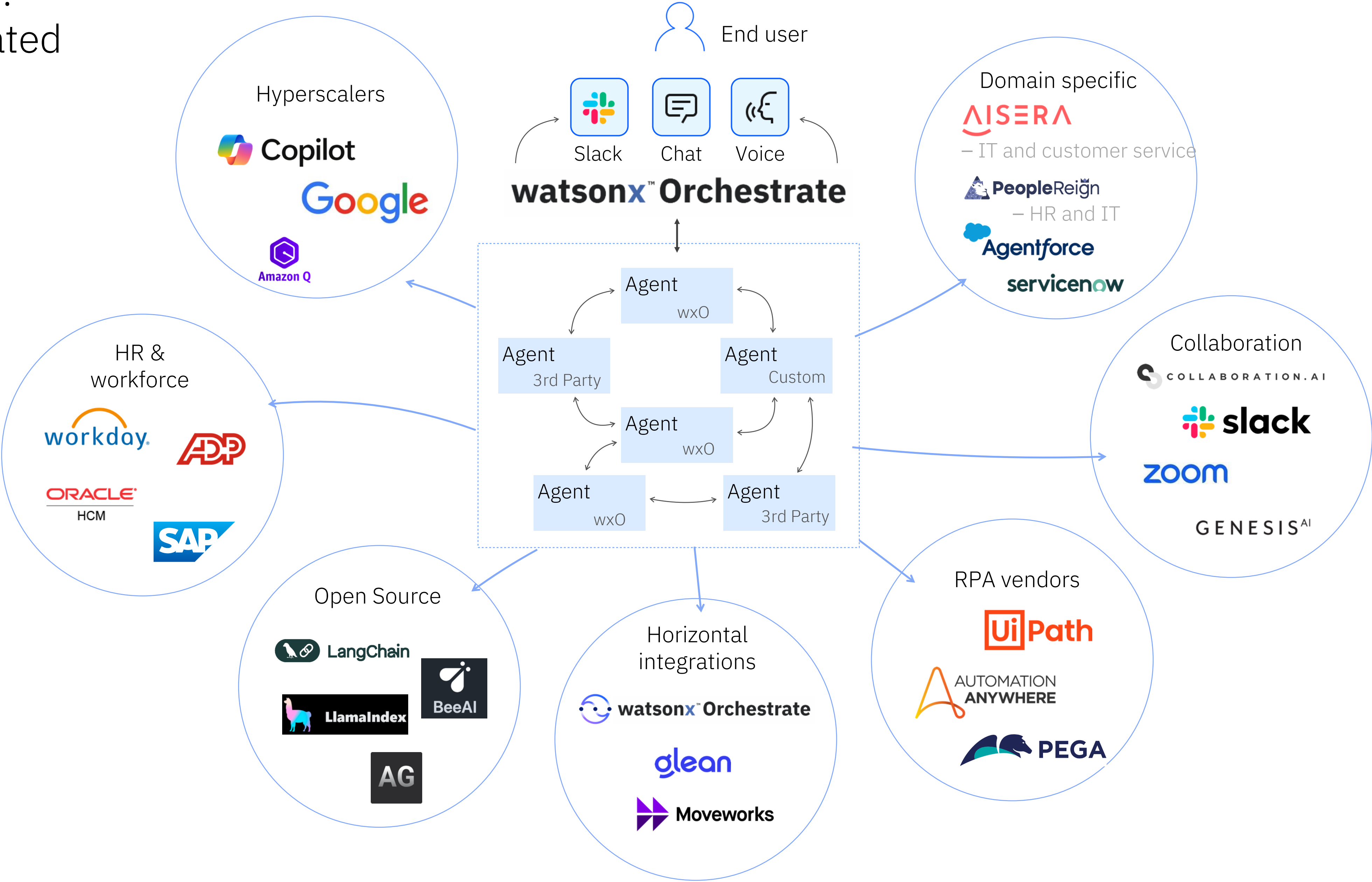
AI Agent Observability

Discover, manage, monitor and optimize autonomous AI agents



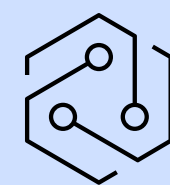
watsonx Orchestrate:

Agentic AI, orchestrated for business

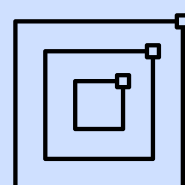


Agentic AI orchestration in watsonx Orchestrate

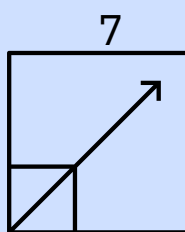
Multi-agent orchestration is a native capability enabling seamless collaboration across AI agents whether they are built on wxO or with different frameworks & technologies



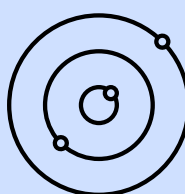
Interoperability Enable agents built on any framework to communicate & collaborate. Rely on different agent styles (Default, ReAct, Planner) to handle how complex tasks are resolved



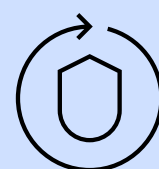
Standardization Provide consistent interfaces & protocols for agent interaction leveraging available standards such as MCP & A2A



Extensibility Allow for future expansion & adaptation as agent technologies evolve



Simplicity Make integration as straightforward as possible for business users & developers



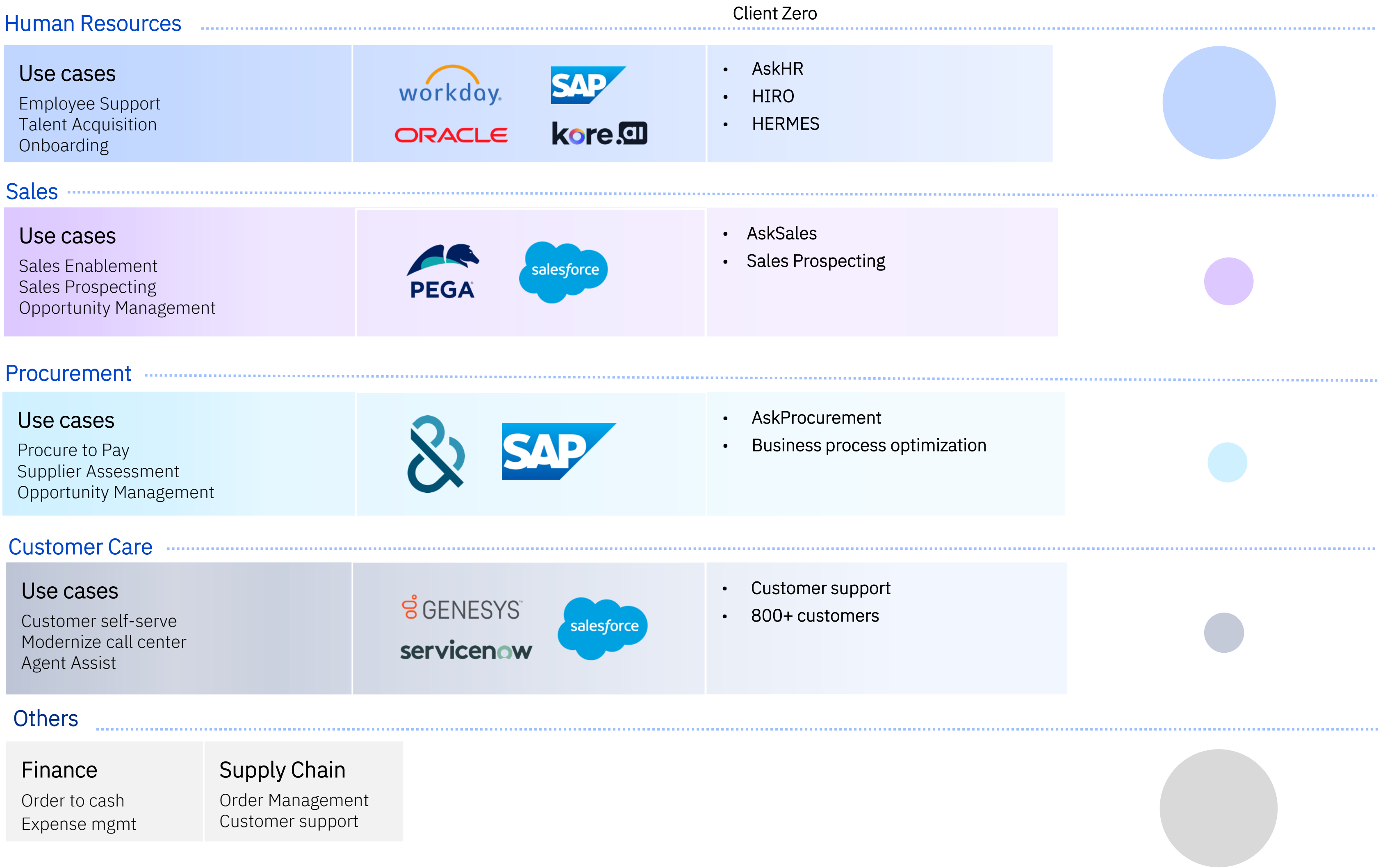
Security Ensure secure communication & data handling between agents

Agent & Tool Catalog



Driving value in high-impact domains

IBM has demonstrated value through its own implementations of **watsonx Orchestrate** to transform business operations. Explore the use cases and outcomes on the [Client Zero Seismic page](#) →



Human Resources
AI and automation are decisive factors in enabling a streamlined recruiting process, personalized career development, and improved employee engagement

Sales
Sales function is primed to quickly become a leading adopter of generative AI. AI-powered systems are on their way to becoming every salesperson’s and every sales manager’s indispensable digital agent.

Procurement
AI is well positioned to transform procurement operations to derive deeper insights, automate tactical tasks, and enable data-driven decision-making spanning contract lifecycles, predictive replenishment signals, and risk forecasting.

Customer Care
AI has historically been heavily adopted in this space to transform customer experience and reduce call center costs. Enterprises expect to leverage new agentic capabilities to modernize their existing assistant and chatbot solutions.

Demo Showcase

Real use-cases of AI application

#1

Ask HR 1

#2

Agentic AI per il monitoraggio di un
impianto 2

#3

Tender Management

Starting with HR, universally applicable and leaning on IBM's 7+ years of experience

Functions	EMPLOYEE SUPPORT			TALENT ACQUISITION			LEARNING & DEVELOPMENT		
ROI	33K	61%	\$10M	84%	30%	30%	30%	6K	80%
	hours saved by self-serviced queries ¹	reduction in tickets raised ¹	in productivity and cost savings ¹	decrease in time to hire ²	increase in hires per month ²	decrease in year 1 turnover ³	rise in employee engagement score ⁴	hours saved in event management ⁴	increase in completion rate ⁴
Tools	- Request time off - Update home address - View compensation history - View benefit enrollments - Approve location transfer request - Initiate promotion - Update salary details			- Create job requisition - Find candidates for job requisition - Schedule interview for a candidate - Summarize interview transcript - Email rejection letter to candidate - Create offer packages			- Enroll in learning course - Assign learning to direct reports - View employee learning status - Recommend learning to peers - Join learning community - Create training assignment		
Apps	SAP SuccessFactors ORACLE[®] HUMAN CAPITAL MANAGEMENT 			SAP SuccessFactors ORACLE[®] HUMAN CAPITAL MANAGEMENT  			ORACLE[®] HUMAN CAPITAL MANAGEMENT		



☀ Good Evening 7:00 PM

Hello, welcome to watsonx Orchestrate.

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

How can I help

Discover my key capabilities
and features



Get to Know Me

Hear what others are asking
about me



Ask Me Anything

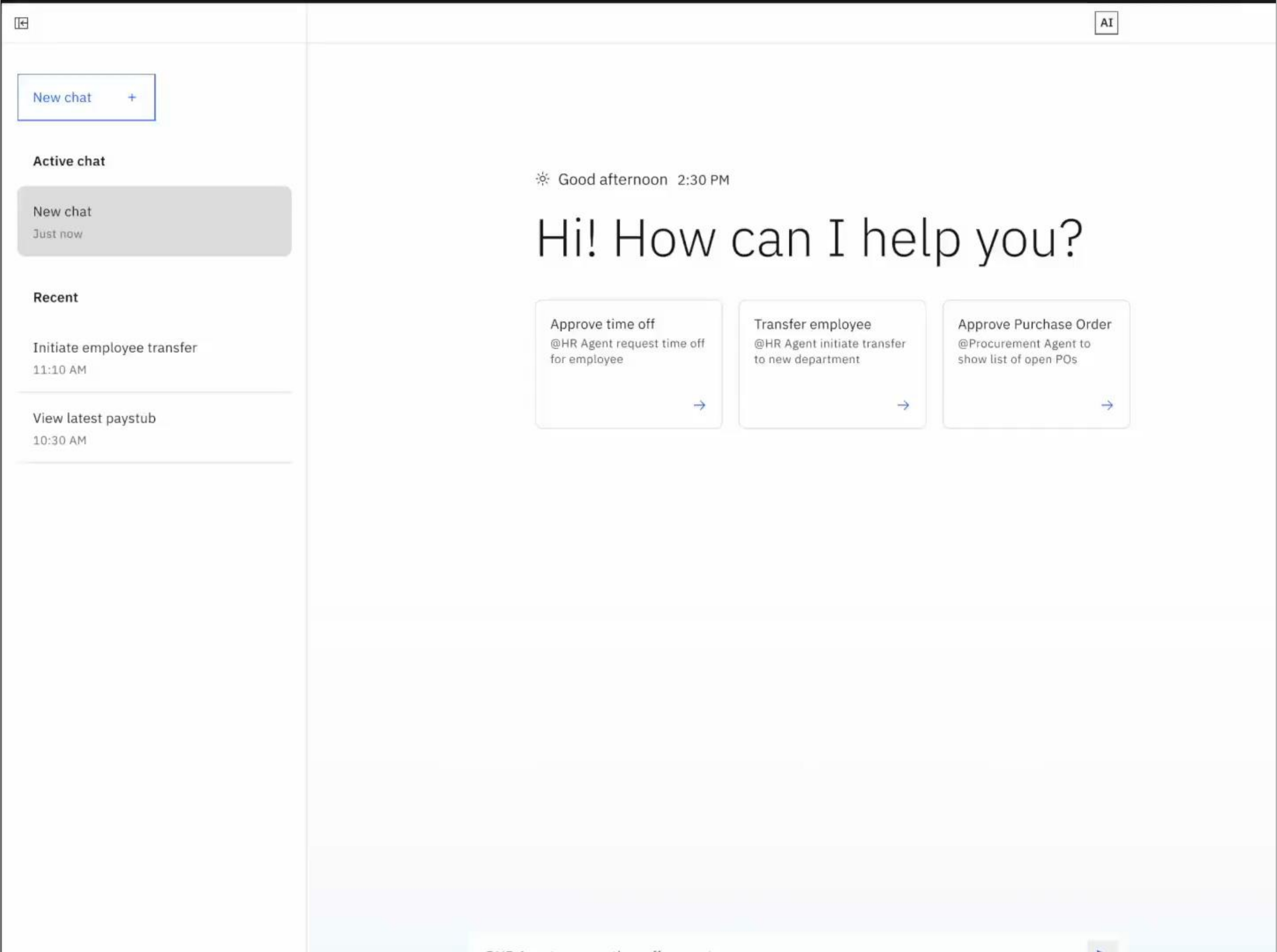
Get instant answers to your
questions in real-time



Type something...



Demo:



What's Trending Now?

Attention People Managers!
During the coming weeks managers will receive an e-mail about the **Workday Mismatch Reconciliation (WDMR)** initiative to align job profiles and specialties. This will be phased in BU waves - please look out for the e-mail and take the requested action when you receive it.

You Asked. We Acted. Your feedback in last year's engagement survey drove real change in IBM. What will you help improve this year? Take the [IBM Engagement Survey](#)

Manager Transactions

- Essential Business Employee
- Employee Transfer
- Organization Management
- Compensation
- Performance Management
- Travel & Claiming Expenses

Employee Transactions

- Compensation
- Performance Management
- Letters
- Personal Information (Workday)
- Travel & Claiming Expenses
- CTEBA
- Time Off
- Payroll
- General

Good evening Vyshnavi

I'm ready to help!!

I can help you answer a wide variety of HR-related questions or initiate a series of HR transactions available in the left menu. I am always learning and if I am not able to answer your question, I will help you find the support you need (create a support ticket/connect to a live chat agent). Short, specific questions in English with a single topic work best.

Vyshnavi, I detected that you are an HR Partner - so I will be providing you with manager specific responses to you. To see regular employee responses please ask me (now or anytime during our conversation) to [Disable HRP status](#).

[Privacy Notice/Disclaimer](#)

[Diversity & Inclusion Awards 2021](#)

Supporting IBMers experiencing COVID-19 (click to expand or collapse)

Please be Advised that AskHR Payroll team is experiencing high volume which may impact the resolution time. For a follow-up on existing ticket/query, please reply to the email notification you have with ticket number from AskHR. Thank you for your patience and understanding!

10/25/2021 09:32 PM

Please ask me your question as a short sentence in English.



Agentic AI per il monitoraggio di
un impianto e il miglioramento dei
KPI



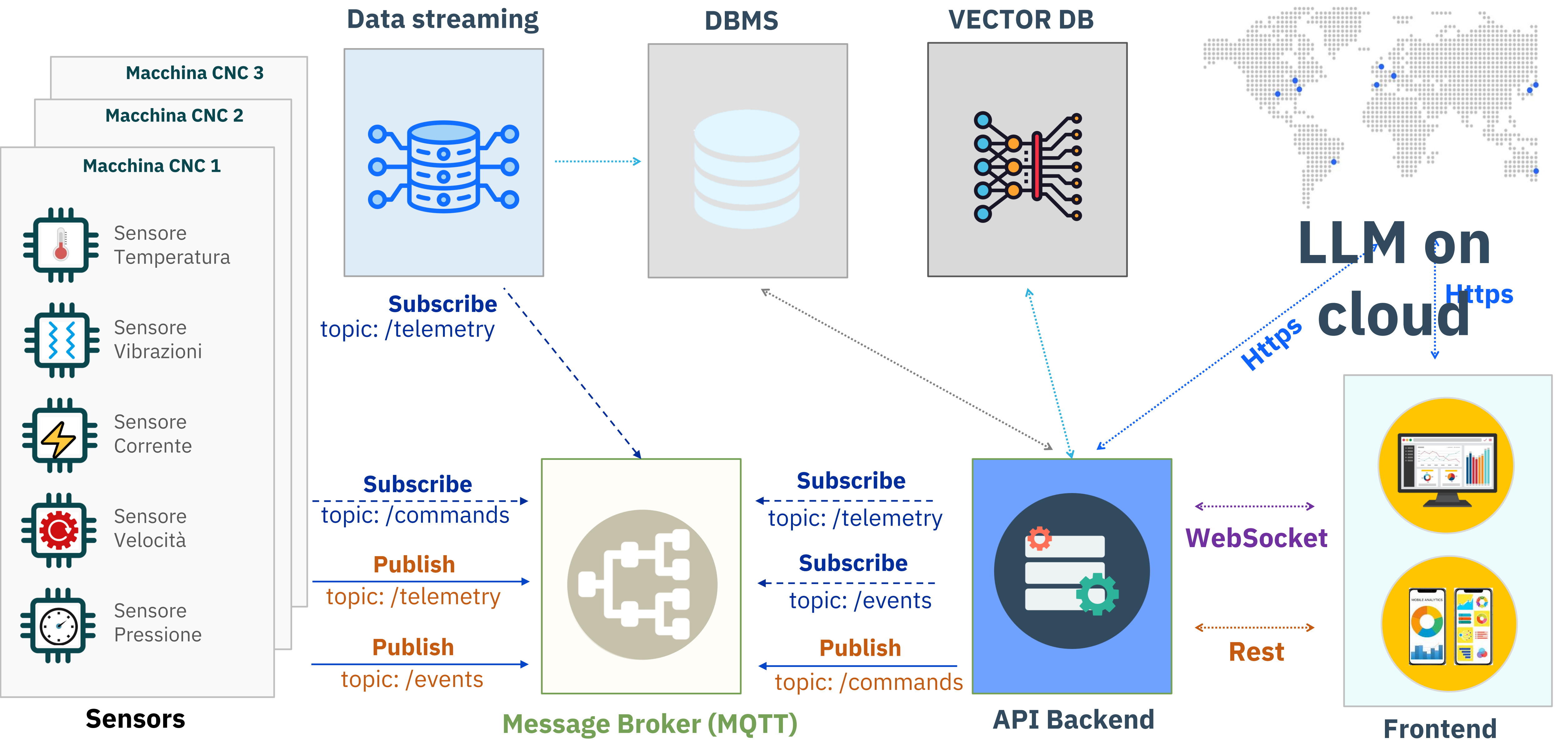
Agentic AI per il monitoraggio di un impianto e il miglioramento dei KPI

La management console di un impianto industriale viene monitorata tramite un sistema di Agentic AI, che svolge i seguenti task:

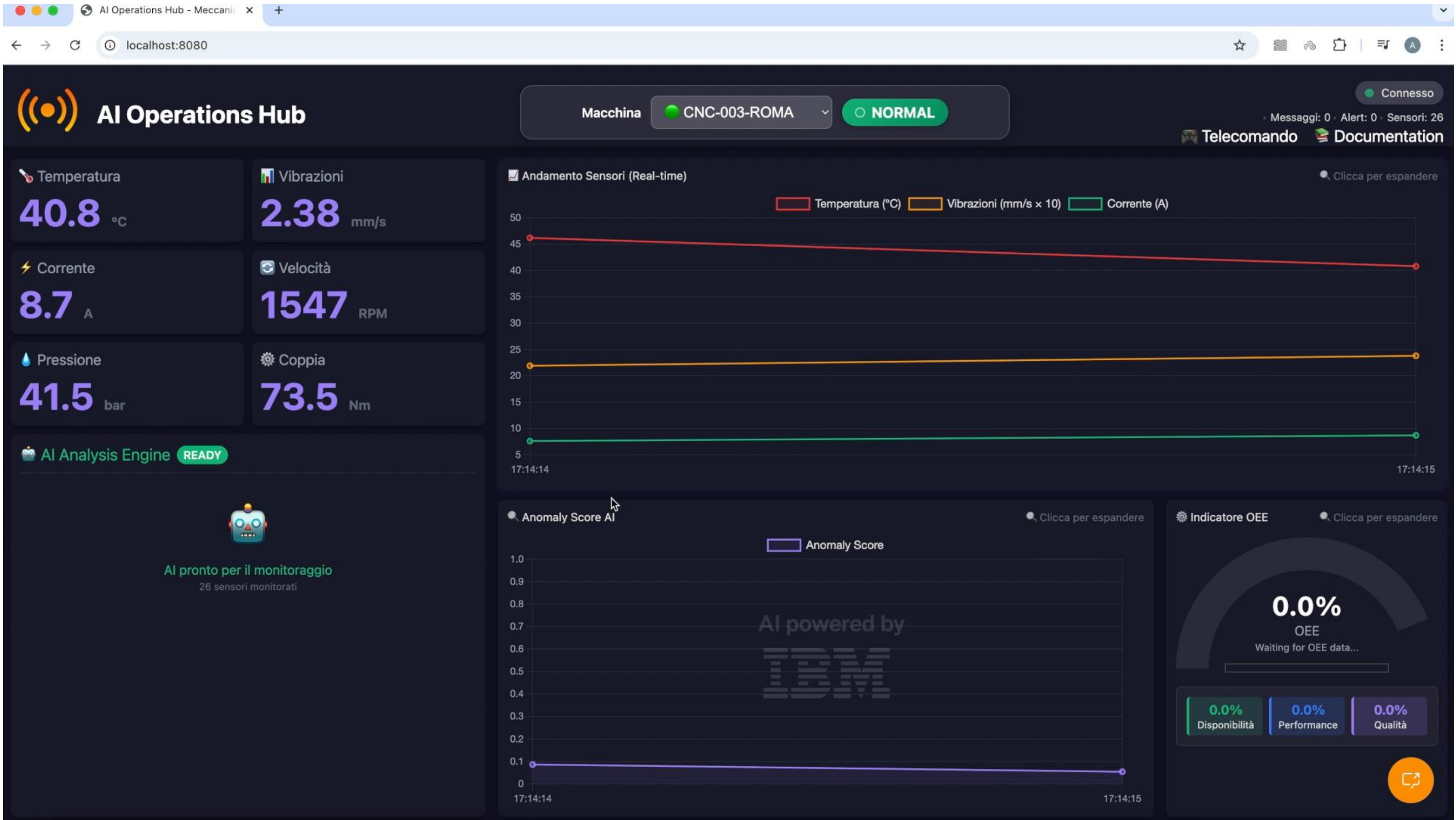
- **Analisi** continua dei **dati** provenienti dai sensori IoT dell'impianto
- Esecuzione di **analisi avanzate** sui dati operativi
- **Identificazione proattiva** di potenziali **problemi** e relative **cause**, con indicazione delle azioni correttive immediate
- Valutazione dei **rischi operativi**
- **Miglioramento** dei principali **KPI**, tra cui l'efficacia complessiva dell'impianto (**OEE**)

Componenti tecnologiche necessarie

- Message broker (che utilizza protocollo MQTT)
- Strumento di integrazione e streaming dei dati
- Database relazionale (in grado di gestire tabelle SQL)
- Agente Orchestratore
- Large Language Model (LLM)
- Database vettoriale



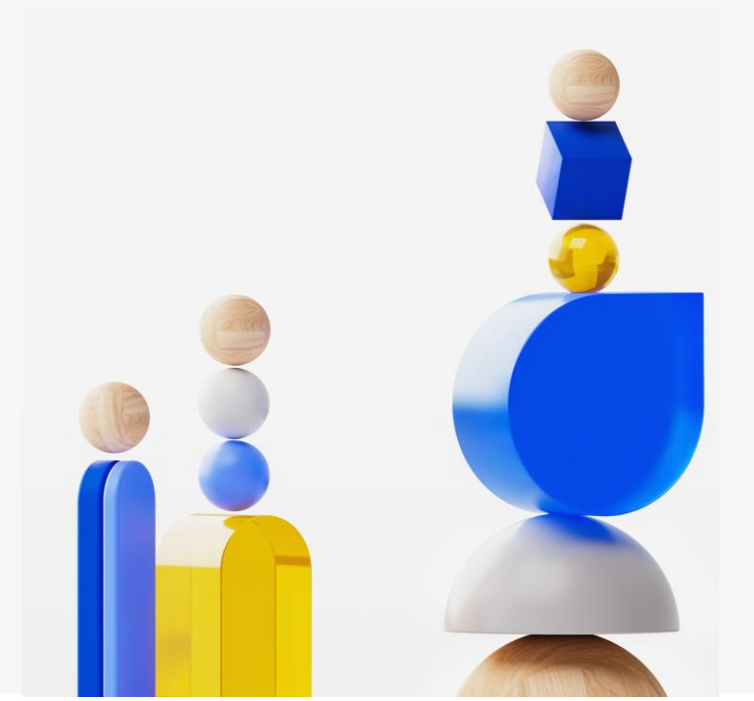
Demo



Tender Management



Tender Management Overview



The solution can address needs in different business areas

Human Resources

Customer Service

Insurance advisor

IBM Technology

watsonx.ai

watsonx Orchestrate

Business problem ↻

Improve the Tender Management System with functionalities like semantic search, topic clustering, entity extraction and content creation with the goal to facilitate interaction between the suppliers and the customers within a Public Portal already in use and streamline business processes for both PAs and Economic Operators.

We have done ↻

The solution help users to interact with gen AI to receive assistance and speed up most common tasks. One of the use cases (suggest answers for suppliers' request) has been deepened with a working prototype based on watsonx.

Main outcomes ↻

- Use natural language to interact with the Assistant Manager over the tender info
- Generate tender RFI starting from few documents or samples
- Access to a central dashboard to monitor the process
- Select FAQ documents during all the tender phases
- Market analysis and reporting

Tender Management System

Generative AI 4 Business

demo



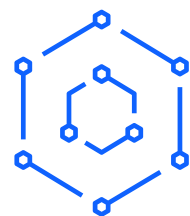
The Benefits of an AI-Powered Orchestrator Agent



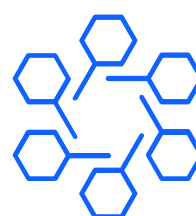
Call the most relevant assistants, agents and skills for your use case through LLM-routing



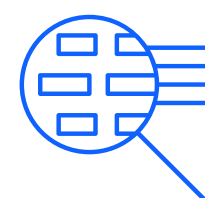
Switch seamlessly between conversational and structured tasks from a single user interface



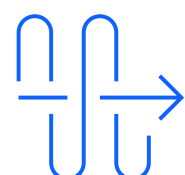
Grow in line with changing needs and expand functionality based on evolving requirements



Customize and access multiple models for solutions tailored to enterprise needs



Interact with multiple AI agents simultaneously for more dynamic workflows



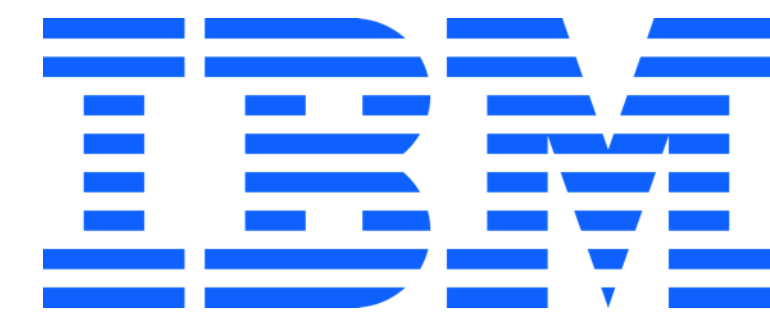
Streamline operations and erase manual effort with API connectors and decision automation



Maximize and augment existing AI investments with generative AI and intelligent automation



Embed into websites and apps to enhancing collaboration and customer experience



AI LEADERSHIP MASTERCLASS HUMAN LEADS IN THE LOOP

Comprendere l'AI.
Guidare le persone.
Orchestrare le AI.

Martedì 31 marzo



IDM

WE SIMPLIFY YOUR WORK



Gold Partner

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