Panel: Trends on agentic AI and how AI is reshaping business models and production

10:00 – 10:30

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UiPATH

Katre Eljas

AI&Robotics Estonia

Manuel Reinsperger

European Commission

Jennifer Baker

Moderator and presenter

Agentic Automation

Florin Sunel
Vice President, Forward Deployed Engineering

Evolving World, Evolving Platform

UiPath

Tasks

Tasks & Processes

Deterministic

Deterministic & Agentic

Platform

Platform + Industry Solutions

UiPath Agents work together with Robots

UiPath

Enterprise Agents

Trustworthy AI agents that **act independently** and make **dynamic decisions**

Agents

Goals-based,
act independently,
dynamic decisions

Best for **ad hoc tasks** that require **high adaptability**

Robots

Rules-based,
act predictably,
deterministic decisions

Best for **routine tasks** that require **high reliability & efficiency**

Autonomous vs. conversational agents

UiPath

	Autonomous	Conversational
Interaction model	Single-turn, task execution based on an initial prompt	Multi-turn, back-and-forth dialogue
Primary use cases	Executing complex tasks from a defined, structured prompt	Real-time user support and assistance, interactive information gathering
User input	Single, structured prompt or command	Continuous chat messages, often with ambiguity
Core strength	Executing predefined processes and automated workflows	Maintaining conversation, understanding context, and handling nuances

Designing your agent

System Prompt

Define agent persona, goals, and behavioral guidelines.

Tools Integration

Connect RPA, API, MCP, autonomous agents, and built-in tools.

Context Grounding

Ground responses with semantic, DeepRAG, or batch knowledge retrieval.

Human Escalations

Hand off to humans via Action Center tasks and document validation.

Model Selection

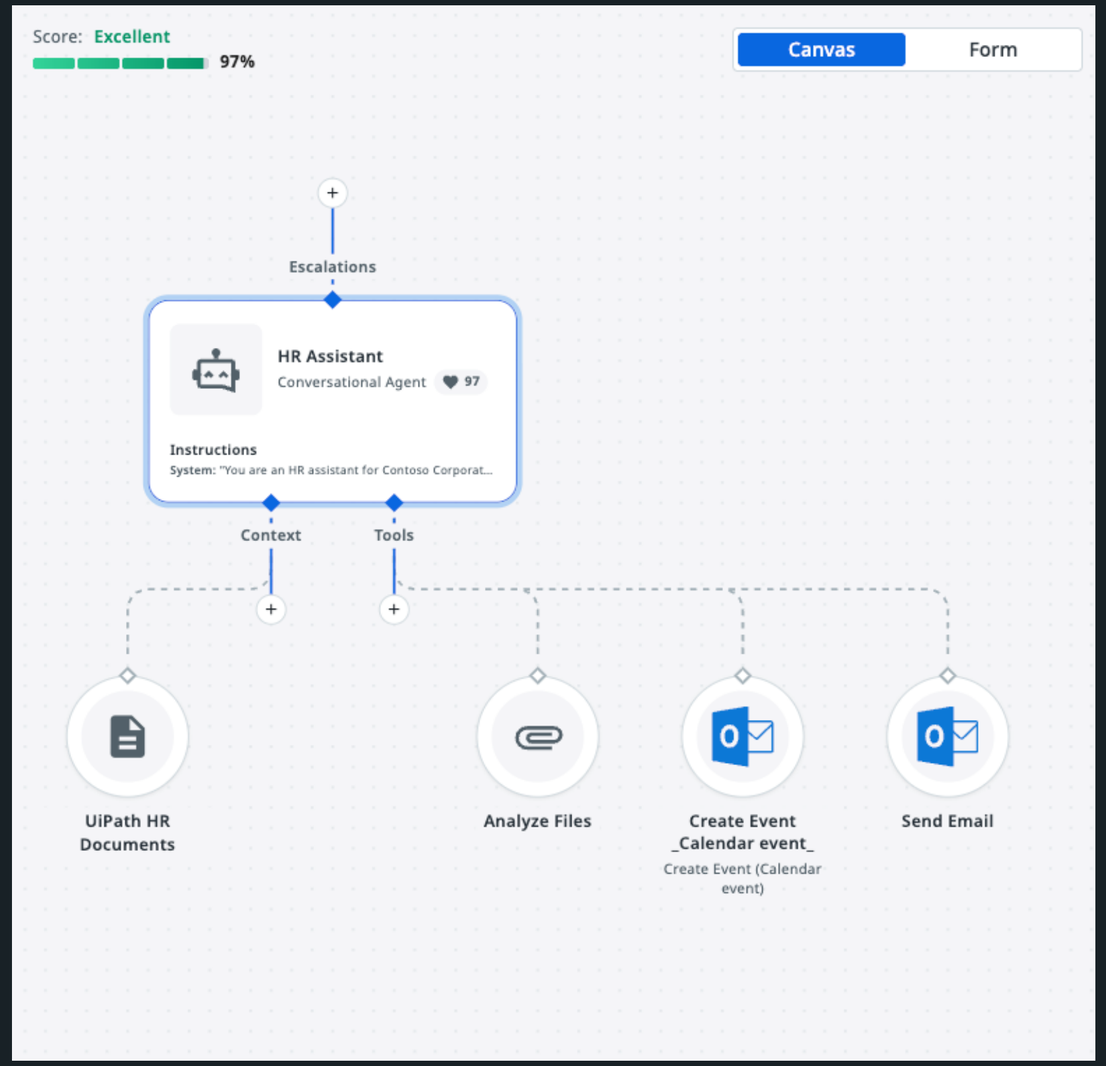
Choose from leading frontier models with configurable token limits.

Custom Appearance

Tailor title, description, and starting prompts to match your brand.

Autopilot and Agent Health Score

Develop your agent in natural language & automatically assess production readiness.



Agentic Automation use cases – Industry

UiPath

Banking

- Loan Eligibility Validation
- Financial Analysis
- Merchant category code Classification
- Client Onboarding & KYC

Insurance

- Insurance Eligibility Validation
- Life Insurance Claims Validation
- Property Insurance Renewal
- Medical Necessity Management
- Insurance Plan Pre-Authorization
- Benefits Operations Management
- Fraud Claim Detection
- Underwriting
- Claim Adjudication

Healthcare

- Medical Summarization
- Medical Record Summarization
- Medical Billing/Claim Code Classification
- Medical Billing Dispute
- Clinical Trial Data Management
- Transitional Care Management Eligibility Verification
- Prior Authorization
- ICD10 Classification
- Denial Management Analysis

Manufacturing

- Harmonized Tariff Schedule Classification
- Production Line Monitoring
- Quote Evaluation

Telcom

- Telcom Network Incident Classifier
- Bill Analysis
- Promo/Offer Qualification Agent
- RCA Agent

Agentic Automation use cases – Line of Business

UiPath

Finance

- General Ledger Code Classification
- Customer/Vendor Due Diligence Research
- Expense Audit Validation
- Financial Rick Report Analysis
- Anti-Money Laundering Research
- Know Your Customer Research
- Procurement Contract Validation
- Credit Risk Assessment

HR

- Resume Screening
- Referrals Management
- Internal Talent Analysis

Sales

- Sales Report Analysis
- Account Strategy Suggestion
- Alternative Travel Comparison
- Customer Research
- RFX Filling

Legal

- Contract Validation
- Legal Review

SCM

- Item Order Justification Analysis
- Item Price Validation
- Inventory Management

IT

- Vulnerability Risk

Customer Support

- Claim Response

General

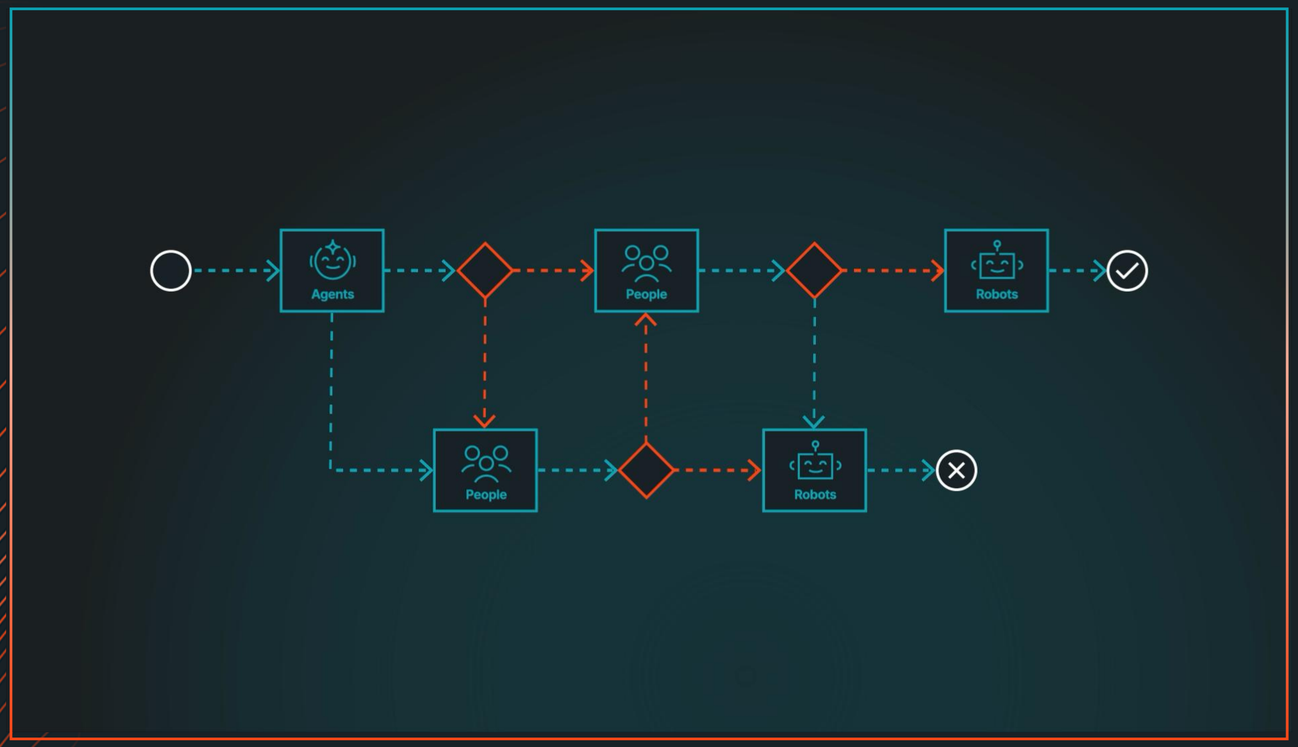
- Semantic Data Conversion
- Address/Customer Matching

UiPath
Solutions
By Industry
By Department
Orchestration
Agents
People
Robots
Agentic AI
RPA
API
IDP
Foundation
AI Trust
Data & Integration
Security & Governance
Flexible Deployment
Ecosystem

UiPath Maestro™

UiPath

From individual task automations to process orchestration



- **Runs long, complex processes without dropping the thread**
- **Your teams stay in charge, every step, every exception**
- **Built-in compliance, audit-ready by default**

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ROGERS
CONAGRA BRANDS
ThermoFisher SCIENTIFIC
CISCO
PAYCHEX
ERICSSON
Tetra Pak
Banco Azteca
RegalRexnord
U.S. AIR FORCE
outbrain
Canon
Continental RESOURCES
Schneider Electric
tapestry
expion HEALTH
DELTA
SHARP
fiserv.
BRITISH AIRWAYS
Uber
PUMA
FDJ
Omega Healthcare
COX ENTERPRISES
STATE STREET
SMBC
INGRAM MICRO
UNITED STATES POSTAL SERVICE
THANK YOU
Abercrombie & Fitch
dexcom
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