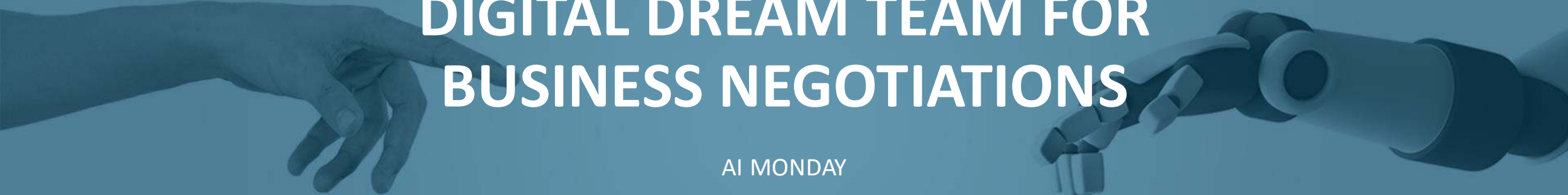


Helsinki  Berlin  Munich

A conceptual image showing a human hand on the left and a robotic hand on the right, both reaching towards the center. The human hand is a realistic skin-toned hand, while the robotic hand is a sleek, grey and black mechanical hand. The background is a solid blue color with a subtle grid pattern.

AI AGENTS: BUILDING YOUR DIGITAL DREAM TEAM FOR BUSINESS NEGOTIATIONS

AI MONDAY

2025-03-02

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Australian Open 2025 Kristi Noem Tuskegee Airmen video removed Washington Command

BUSINESS

Microsoft pitches AI 'agents' that can perform tasks on their own at Ignite 2024

finance.yahoo.com/news/jensen-huang-declar...

yahoo/finance

BENZINGA

Jensen Huang Declares the Age of "Agentic AI" at CES 2025 – A Multi-Trillion-Dollar Shift in Work and Industry

inc.com/ben-sherry/sam-altman-says-ai-agen...

Inc.

TECHNOLOGY

Sam Altman Says AI Agents Will Transform the Workforce in 2025

In a new blog post, the famous OpenAI CEO reflected on his firing, what the company could do better, and a pursuit of 'superintelligence.'

BY BEN SHERRY, STAFF REPORTER @BENLUCASSHERRY

msdynamicsworld.com/story/dynamics-365-2...

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ARTICLE

Dynamics 365 in 2025 and Beyond: Microsoft's plan to collapse apps into AI agents

by Jason Gumpert
Editor, MSDynamicsWorld.com

December 27 2024

Quarter after quarter, Microsoft has delivered steady revenue growth for



venturebeat.com/ai/in-the-future-we-will-all-...

VentureBeat

In the future, we will all manage our own AI agents | Jensen Huang Q&A

Dean Takahashi
@deantak

January 13, 2025 7:30 AM

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wsj.com/articles/openais-operator-agent-can-...

WSJ Barron's MarketWatch IBID Buy Side from WSJ

THE WALL STREET JOURNAL.

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CIO JOURNAL

OpenAI's 'Operator' Agent Can Buy Groceries, File Expense Reports

The tool reflects the proliferation of AI agents that automat

By Belle Lin Follow
Jan. 23, 2025 1:00 pm ET

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businessinsider.com/anthropic-claude-co...


BUSINESS INSIDER

TECH

Anthropic's AI tool does admin, browses the internet, and orders pizza. Here's what to know about Claude 'computer use.'

Jyoti Mann and Riddhi Kanetkar Oct 23, 2024, 2:15 PM EEST

Share Save



Welcome to 2025
The Year of the
AI Agents



Hugo Gävert

Chief AI and Data Officer
DAIN Studios

- HUT (Aalto)
Information Sciences lab
- AI & data science for 25 years
- Previously: Xtract, Nokia,
Sanoma, OP Financial Group





AI Accelerator

From AI Strategy to Execution

3 Studios

Helsinki – Berlin – Munich

60+ Data & AI Experts

- Data & AI Strategists
- Data Scientists & Engineers
- BI Developers
- AI Agents



What are AI agents?

AI Agents

- Independent autonomous operation
- Tool use
- Common idea: they are based on LLM that can think and make decisions on its own
- Typically focused on performing single task

Agentic systems

- Network of agents working collaboratively towards common goal
- Requires orchestration, workflow
- Consists of different types of agents
 - Not limited to Enhanced LLMs



Traits of an AI Agent

1. Communication capability

- Natural language
- Other technical systems

2. Skills / tools

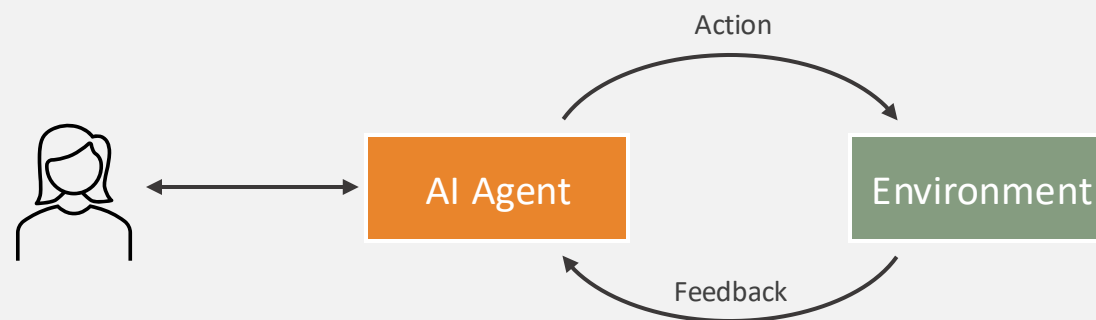
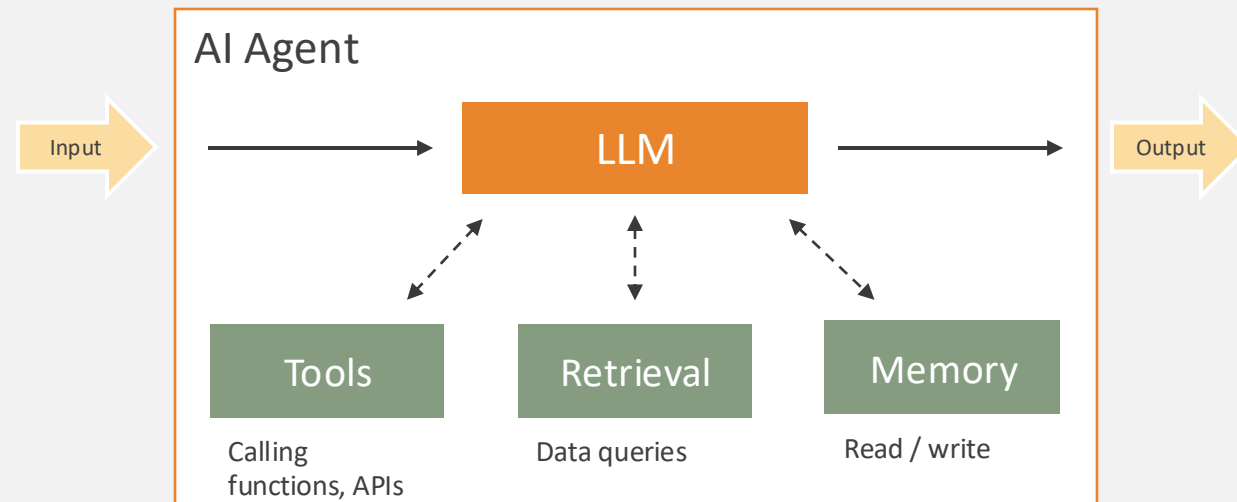
- Specialized skills for the domain
- Mathematical functions, web-search, etc.

3. Independent operation

- Make decisions on the steps to take
 - Decide on tool use
 - Ask for clarifications
 - Create larger plans, collaborate
- Like humans, operations are not without any oversight

4. Guardrails

- Sandbox for running code
- Read-only access to databases
- Error checking



Workflows for agentic systems

Agentic systems can be separated by workflow:

1. Predefined flow

- Ideal with the process can be decomposed into sequence of tasks
- Prompt chaining with traditional code
- Code may have checks and logic, sequential or parallel paths
- Aggregation is with code or LLM

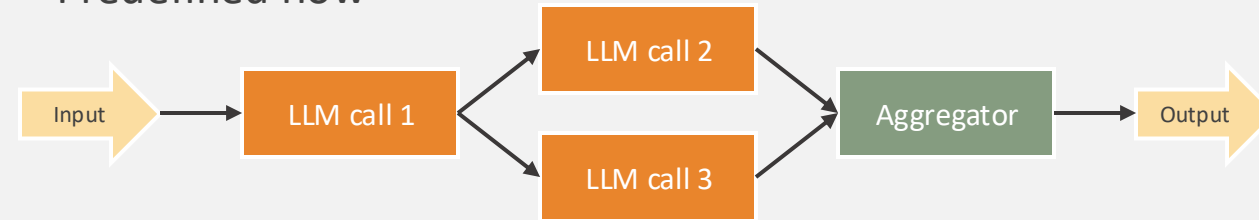
2. Orchestrator

- Well suited for complex tasks where it's not easy to predict which tasks are needed
- Central LLM analyzes the task and dynamically breaks it down to subtasks and delegates them to worker LLMs
- The process may contain loops and decision points

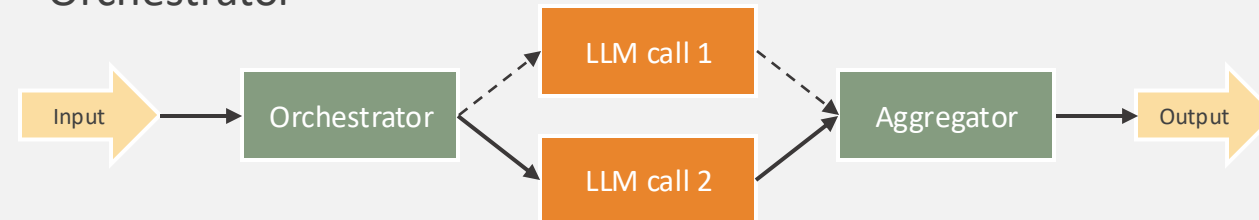
3. Evaluation

- Effective when there is a clear evaluation criteria
- First LLM agent creates a solution, the second LLM evaluates it, gives feedback and rejects the answer if it does not meet the criteria

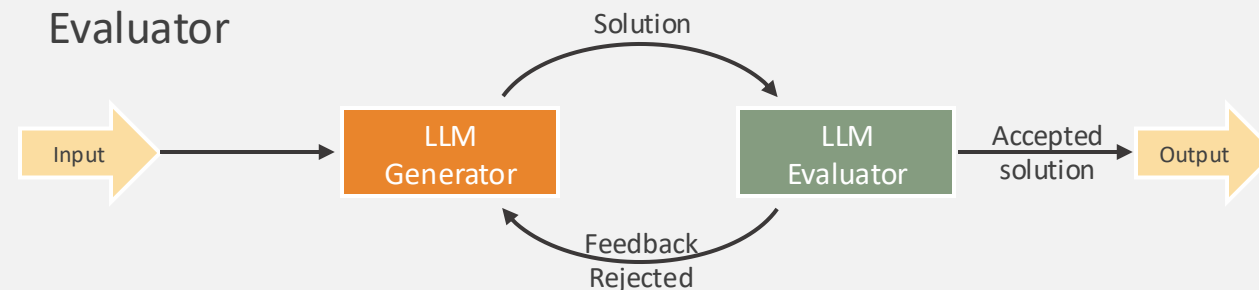
Predefined flow



Orchestrator



Evaluator



CASE

AGENTIC CO-PILOT FOR ACCOUNT MANAGERS

AI Agent team helping account managers in negotiations

Multinational corporation with global business – sales team cannot know all the customers well

We created an AI Agentic team to help the account managers. Their task: do background research on the market situation

Penelope Pierce
Planning



A poised **organizer** who always sees the big picture.

Coordinates the entire team's activities, consolidates findings, and ensures smooth workflow.

Leverages clear **task planning**, timeline management, and a strategic mindset to keep everyone on track.

Miranda Brown
Market Research



An insightful investigator with a knack for uncovering **consumer and market insights**.

Gathers data on industry trends, customer behaviors, and competitor activity.

Uses **web searches**, **news monitoring**, and in-depth **reports** to develop actionable intelligence.

Charles Watson
Financial Analysis



A precise numbers expert focused on pricing, forecasting, and bottom-line impact.

Analyzes revenue streams, **simulates financial outcomes**, and designs pricing strategies.

Employs **internal data analytics**, **cost modeling**, and **financial tools** to back decisions with robust figures.

Leon Carlisle
Scenario Planning



A visionary forecaster skilled at **modeling different future possibilities**.

Examines potential **market shifts**, **product evolutions**, and **strategic outcomes**.

Uses specialized scenario modeling tools, historical data, and trend analyses to provide forward-looking insights.

Victoria Hayes
Quality Assurance



A detail-oriented reviewer dedicated to ensuring excellence in every deliverable.

Validates research and analysis outputs, flags inconsistencies, and maintains high standards.

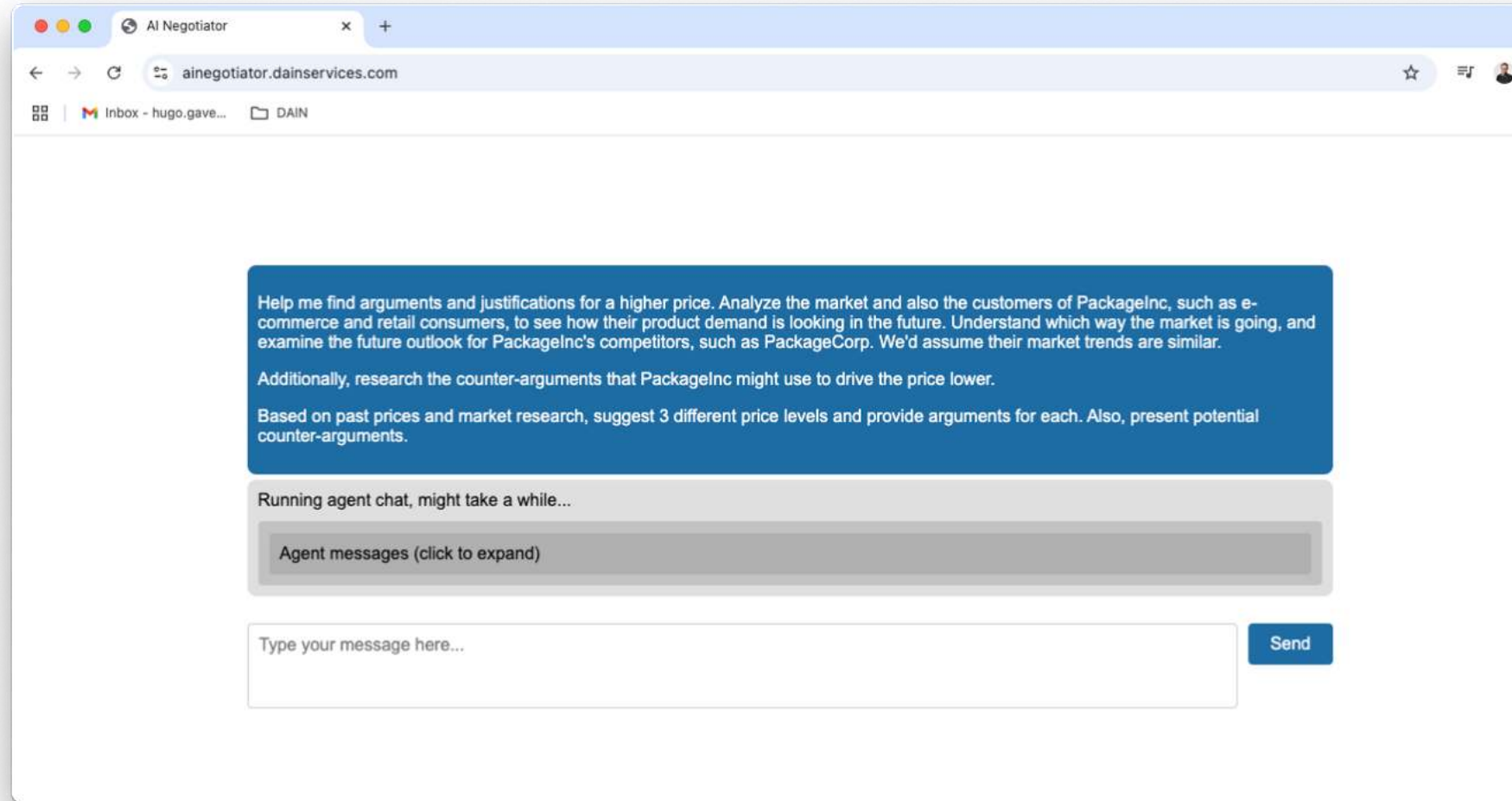
Applies rigorous **quality checks**, systematic reviews, and process audits to uphold integrity.

The assignment

The team is designed to research larger scenarios, not just simple questions...

“Help me find arguments and justifications...”

...suggest 3 different price levels and provide arguments for each.”



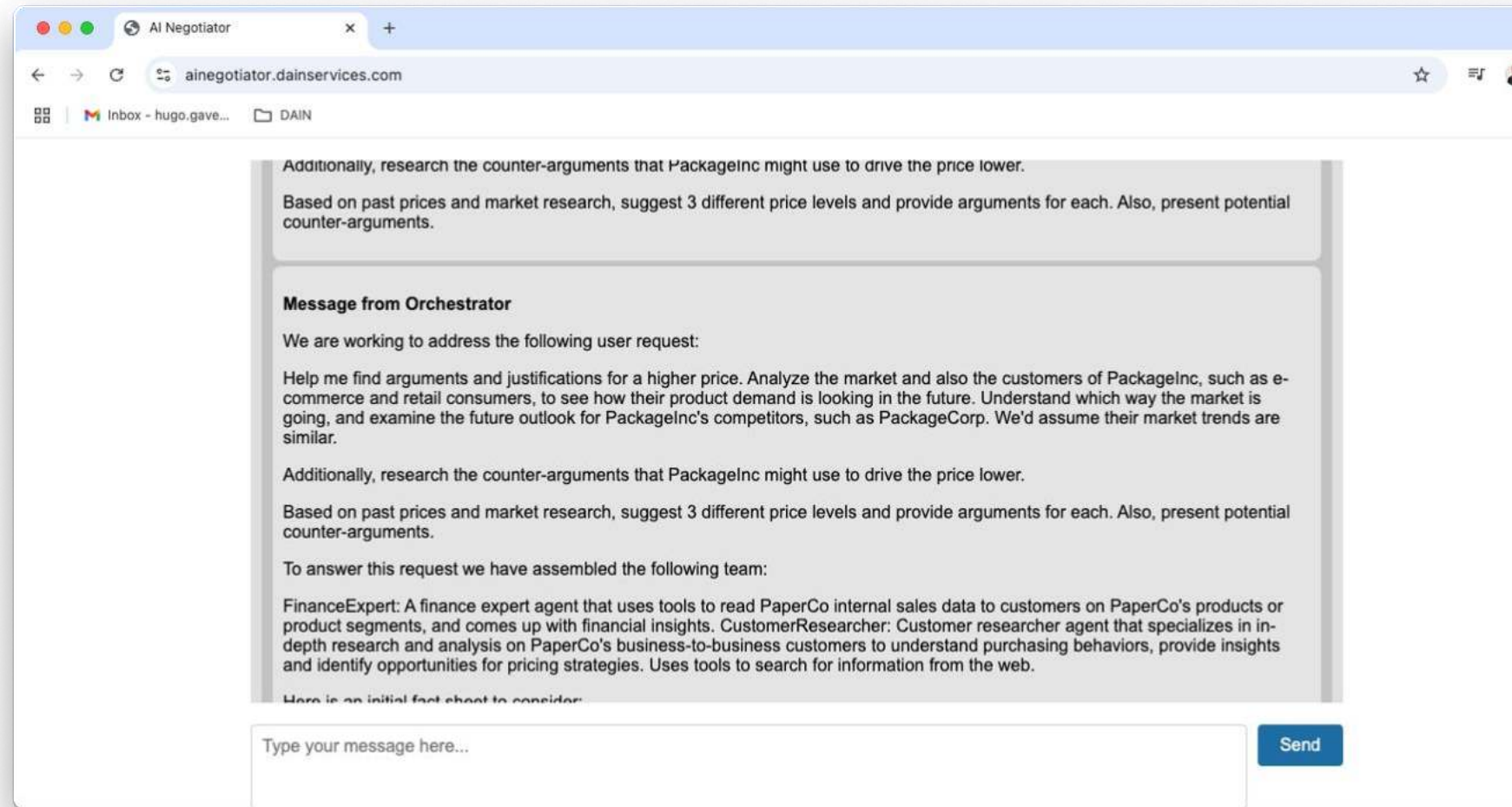
Team working on the assignment

“To answer this request we have assembled the following team:

Finance Expert...

Market Researcher...

... ”



Team working on the assignment



Penelope Pierce
Planning



- Checks the background information, writes down facts
- Creates a research plan, what each team member must do
- Keeps track of the work and assigns tasks as the work progresses

“Plan to Address the Request:

1. *Market Analysis and Future Outlook:*
CustomerResearcher: Research current and future demand ...
2. *Historical Data and Pricing Trends:*
FinanceExpert: Analyze historical price data for ...
3. *Competitive Analysis and Dependency Assessment: ...”*

Charles Watson
Financial Analysis



- Connects to financial DB
- Pulls related historical data
 - Production and material costs
 - Sales
 - Revenues
- Gives also feedback on what to research next

“Analysis of Historical Price Data:

1. *Prod A (2024):*
 - *Revenue: -1,663,133.14*
 - *Total Costs: -1,543,207.32*
 - *Contribution Margin: 591,766.46*
 - *EBITDA (TRUE): 343,762.89...”*

Miranda Brown
Market Research



- Searches the internet and news for market trends
 - News concerning the customer
 - Key drivers for customers
 - Market growth projections
 - Economic challenges
- Note: the links to original sources are included

“Consumer Preferences:

- *Online Grocery Shopping: A significant shift towards online grocery shopping is observed, with a 56% increase in grocery delivery services and a... [Source](#)*
- *Sustainable Packaging: There is a growing preference for sustainable packaging... [Source](#) ...”*

Leon Carlisle
Scenario Planning



- Creates pricing scenarios
- Uses the information from Financial analyst and Market research to write arguments for the scenarios
- Gives advices on the negotiations

“Justifications for scenario A:

- *Market Growth: The overall e-commerce market, particularly in the food and beverage sector, shows significant growth...*
- *Sustainability Costs: The shift towards sustainable packaging is increasing raw material and production costs...*
- *Maintaining Relationships: Ensures long-term partnership ...”*

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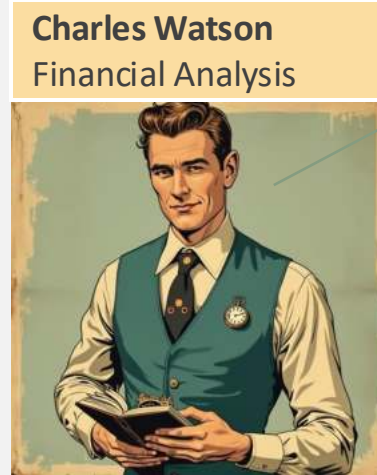
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Message from Financial Analyst:

It appears that the internal tool used to retrieve historical financial data ... is currently unavailable.
I recommend ... or collaborating with the finance department for this information.

Data Request Example

To retrieve the historical data, you can formulate a formal data request as follows:

To: Finance Department

Subject: Request for Historical Financial Data (2021 - 2023)

Dear [Recipient's Name],

I am writing to request detailed financial metrics for PackagingProd A and PackagingProd B for the years 2021 through 2023. This data is crucial for our upcoming contract negotiations with PackageInc. The specific metrics required include:

...

Key takeaways

1. **AI Agents are already reality** - They are focused, adaptive and collaborative
2. **Development is fast**
 - LLMs are commodity, agentic workflows is where the development is now
 - Reasoning models are creating maybe better plans
3. **Development is not easy**
 - Skills / tools need to be written
 - No, agents are not good in writing code – not efficient & endless loops of mistakes
 - Testing single purpose agent is not easy, testing agentic system is challenging
4. **Don't forget safety** - Build safeguards, human in the loop
 - Ethical implications: BIAS in decision-making is still proven to be a problem in LLMs – don't ask for opinions

Automating or re-imagining business processes with AI Agents requires experience → start experimenting!



Hugo Gävert
Chief Data & AI Officer
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Thanks!



Helsinki 📍 Berlin 📍 Munich





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