

# Soluciones Agénticas para Tomadores de Decisiones

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**9 de enero de 2026, Silao**



# El problema actual

# ¿Por qué hoy decidir es tan difícil?

- Exceso de datos, escasez de insights
- Decisiones basadas en interpretación manual
- Los dashboards muestran datos, no decisiones
- Alta latencia entre información y acción



Etapa	Herramienta	Comentarios
Inteligencia de Negocios (BI)	Dashboards	Pasivos
Analítica avanzada	Modelos ML	Difíciles de operar
Copilots	Chat conversacional	Reactivos
<b>Soluciones agénticas</b>	<b>Agentes autónomos</b>	Proactivos y orientados a objetivos

# ¿Qué es la IA Generativa?





# ¿Qué es una solución agéntica?



# ¿Qué es una solución agéntica?

Una solución agéntica es un sistema de agentes de IA que:

- Entiende objetivos
- Razona con contexto
- Toma acciones
- Aprende de los resultados

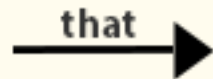
Capacidades clave:

- Memoria
- Planeación
- Uso de herramientas
- Bucles de retroalimentación

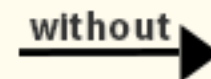
# What Is Agentic AI?



**Artificial  
Intelligence**



**Acts & Makes  
Decisions**



**Human  
Guidance**

## Applications:



**Healthcare**



**Finance**



**Customer Service**



**Manufacturing**



**Education**



¿Por qué esto importa  
en los negocios?

## Valor para los tomadores de decisiones

- Decisiones más rápidas
- Mejor gestión de riesgos
- Menor carga cognitiva
- Consistencia en los criterios
- Explicabilidad de las recomendaciones



Home View Help



New mail ▾ Delete Archive Sweep Move to ▾ Reply Reply all Forward Chat ▾ Share to Teams Quick steps ▾ Mark all as read



&gt; Favorites



Inbox

Drafts

Sent Items

Scheduled

&gt; Deleted Items

Junk Email

Archive

Notes

Group B - Billing and Transport

Group A - Research

Conversation History

mass communication

Outbox

RSS Feeds



All

Mail

Files

Teams

People

Has attachments

Unread

To me

@ Mentions me

Flag



All results

2073

10

4

40

19

52

2

1



Thu Bui

Proposal Feedback on Acade...

2:29 PM

You don't often get email fro...

Inbox



Thu Bui

Password Reset Confirmation

2:28 PM

You don't often get email fro...

Inbox



Thu Bui

Team Lunch This Friday

2:27 PM

You don't often get email fro...

Inbox

1st email: Team lunch (no matching topic)

2nd email: password reset (no matching topic)

3rd email: payment &amp; courier (group B)

4th email: proposal methodology (group A)

Outlook

Search

HomeViewHelp

New mailDeleteArchiveSweepMove toReplyReply allForwardChatShare to TeamsQuick stepsRead / Unread

Favorites

Inbox2070

Drafts10

Sent Items

Scheduled4

Deleted Items40

Junk Email19

Archive52

Notes2

Group B - Billing and Transport1

Group A - Research1

Conversation History

mass communication

Outbox

RSS Feeds

Search Folders

Shared with me

Go to Groups

Add account

Group A - Research

Today

Thu Bui

Proposal Feedback on Acade... 2:29 PM

You don't often get email from thanhth...

Proposal Feedback on Academic Collaboration

TB

To: Patrick Tran

You don't often get email from thanhthu232@gmail.com. [Learn why this is important](#)

Hi Elena,  
Thanks for reviewing the proposal draft. I've made the revisions we discussed regarding the methodology section and included additional sources from the previous study.  
Let me know if it aligns with your expectations.  
Kind regards,  
Noah Trent

ReplyForward

1st email: Team lunch (no matching topic)

2nd email: password reset (no matching topic)

3rd email: payment & courier (group B)

4th email: proposal methodology (group A)



## PT - Sortamail



Overview

Knowledge

Topics

Actions

Activity

Analytics

Channels

Publish

Settings

...



Test

## Actions

Add actions to empower the AI to complete specific tasks for improved engagement.

+ Add action



Office 365 Outlook - Get email (V2)

...



Move email (V2)

...

## Triggers

Set up your agent to activate when certain events happen. [Learn more.](#)

+ Add trigger



When a new email arrives (V3)



...

## Starter prompts

Suggest ways of starting conversations for Teams and Microsoft 365 channels. [Learn more.](#)

+ Add starter prompts



Add starter prompts

## Test your agent

...



v



Hello, I'm PT - Sortamail, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

2 minutes ago

Ask a question or describe what you need

0/2000



Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

## Key Benefits of Agentic AI Implementation

### Reduced Operational Costs



40-70% Reduction  
in Average Handle  
Time (AHT)

Full autommty eliminates  
swivel-chairing, instant  
L1/2 resolution



Maximized First  
Contact  
Resolution (FCR)

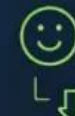
Agent executes full resolution  
(fix, update, confirm), no  
costly follow-ups

### Strategic Agent Reallocation



Focus on  
High-Value  
Tasks

Skilled human agents  
focus on complex  
problems, retention & sales



Lower Agent  
Turnover

Removes frustrating  
routine work, improves job  
satisfaction.

### Unprecedented Scalability



24/7/365  
Autonomous  
Service

Scales instantly for peak  
demand, no overtime  
costs, global availability



Consistent  
CX

High-quality, efficient  
resolution for every customer,  
boosts brand trusts

# Impacto en los KPIs

Tiempo para decidir

Calidad de decisiones

Costos operativos



Demo

# Patrones agénticos comunes

Para toma de decisiones

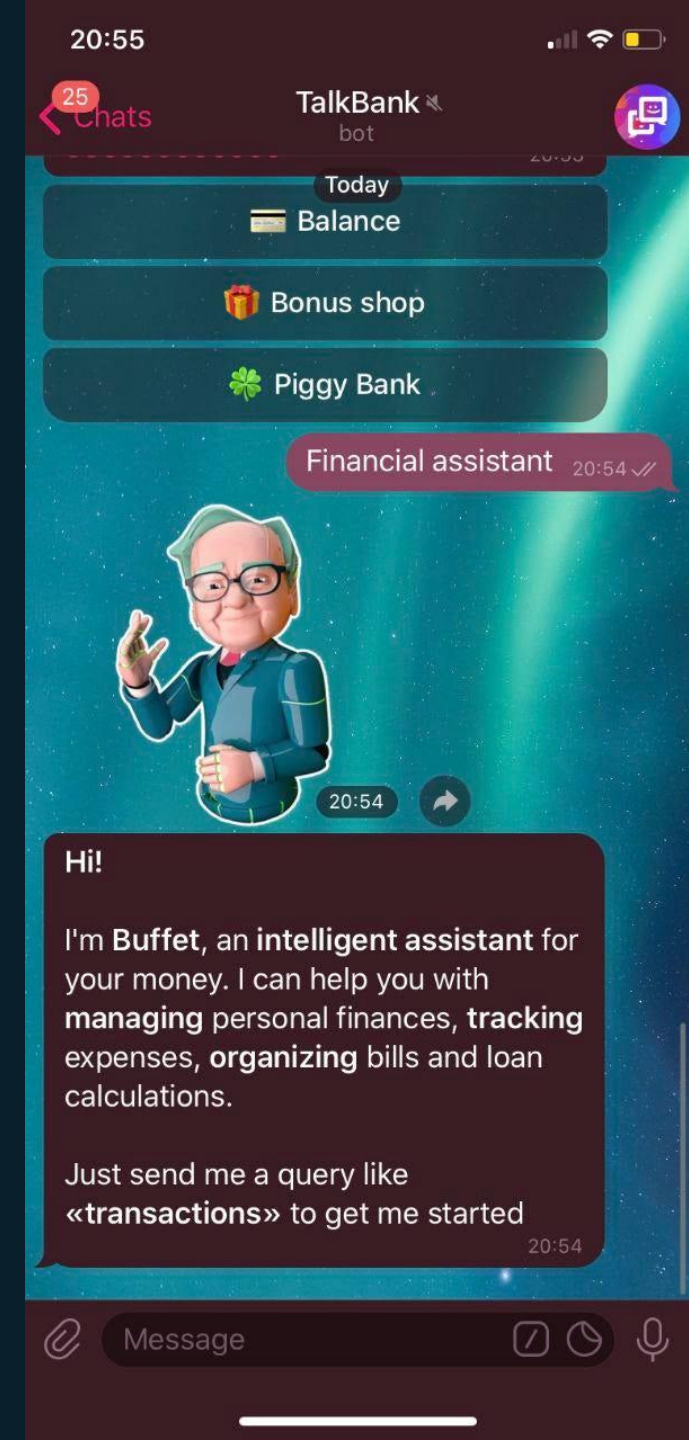
**Agente Asesor** – Recomendando opciones

**Agente Analista** – Sintetiza datos

**Agente Validador** – Cuestiona supuestos

**Agente Ejecutor** – Realiza acciones

**Agente Supervisor** – Audita y gobierna



	A	B	C	D	E	F	G
1	Customer ID	Term	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
2		1005 Annual	\$ 5,689	\$ 5,885	\$ 6,259	\$ 5,606	\$ 5,281
3		1018 Monthly	\$ 27,990	\$ 28,200	\$ 29,410	\$ 30,330	\$ 32,500
4		1164 Monthly	\$ 240	\$ 225	\$ 195	\$ 195	\$ 195
5		1075 Annual	\$ 914	\$ 986	\$ 1,022	\$ 2,261	\$ 2,313
6		1171 Monthly	\$ 540	\$ 435	\$ 450	\$ 465	\$ 540
7		1238 Annual	\$ 72	\$ 72	\$ 72	\$ 72	\$ 72
8		1697 Monthly	\$ 180	\$ 210	\$ 210	\$ 210	\$ 180
9		1250 Monthly	\$ 255	\$ 255	\$ 255	\$ 255	\$ 255
10		1462 Annual	\$ 10,773	\$ 17,776	\$ 20,096	\$ 18,736	\$ 18,384
11		1765 Monthly	\$ 2,355	\$ 2,295	\$ 2,280	\$ 2,280	\$ 2,235
12		1804 Monthly	\$ 17,600	\$ 17,600	\$ 17,600	\$ 17,600	\$ 17,600
13		1868 Monthly	\$ 285	\$ 270	\$ 270	\$ 270	\$ 240
14		1742 Annual	\$ 1,013	\$ 1,013	\$ 1,013	\$ 1,013	\$ 1,013
15		1722 Monthly	\$ 375	\$ 375	\$ 375	\$ 375	\$ 375
16		1629 Monthly	\$ 4,628	\$ 4,618	\$ 4,465	\$ 4,475	\$ 4,474
17		2053 Monthly	\$ 6,840	\$ 6,810	\$ 9,525	\$ 7,725	\$ 7,605
18		1349 Annual	\$ 167	\$ 167	\$ 167	\$ 167	\$ 167
19		1965 Annual	\$ 3,449	\$ 2,921	\$ 3,164	\$ 3,406	\$ 3,035
20		1990 Monthly	\$ 525	\$ 420	\$ 420	\$ 390	\$ 390
21		1956 Monthly	\$ 2,628	\$ 2,808	\$ 2,820	\$ 2,880	\$ 2,376
22		2214 Monthly	\$ 1,515	\$ 1,290	\$ 1,215	\$ 855	\$ 855
23		2061 Monthly	\$ 3,763	\$ 3,722	\$ 5,054	\$ 7,636	\$ 10,001



Copilot

AI-generated content may be incorrect

Can you look at the data I've shared and give me insights on customer segments along with a graph to visualize? [FY24 Revenue Report.xlsx](#)

Sure, I'm working on it...

Activity

References 1

Show less



#### Analyzing file data

I'm taking a closer look at the 'FY24 Revenue Report.xlsx' file to find the right columns for segmentation and clustering of customer revenue profiles over time.

#### Mapping out clusters

I'm grouping customers by revenue patterns over time using KMeans clustering, then plotting their average revenue profiles on different lines. Let's get the data ready and visualize the trends.

Edit in Pages

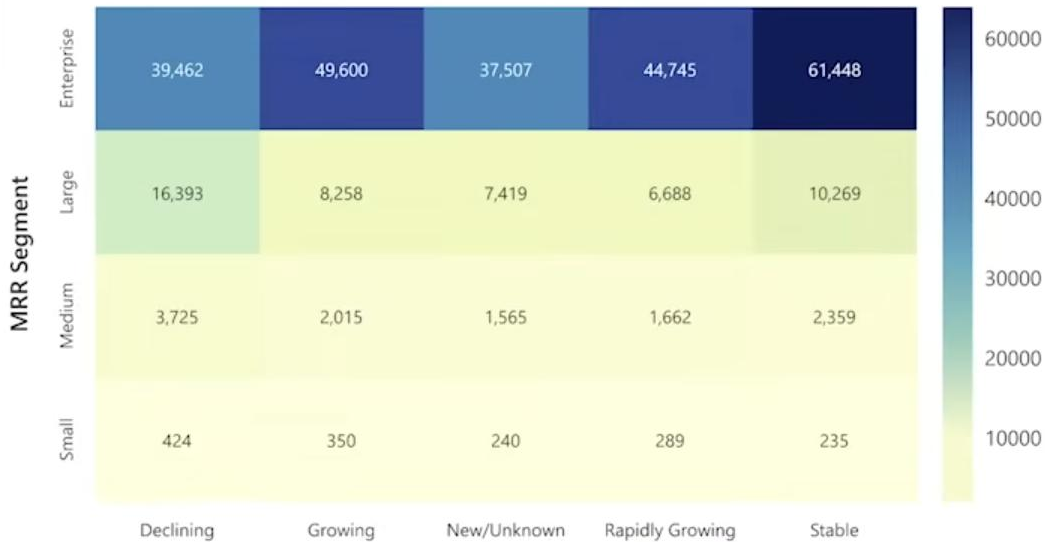
Copy



</> Graph visualization

Today

#### Average MRR by Customer Segment

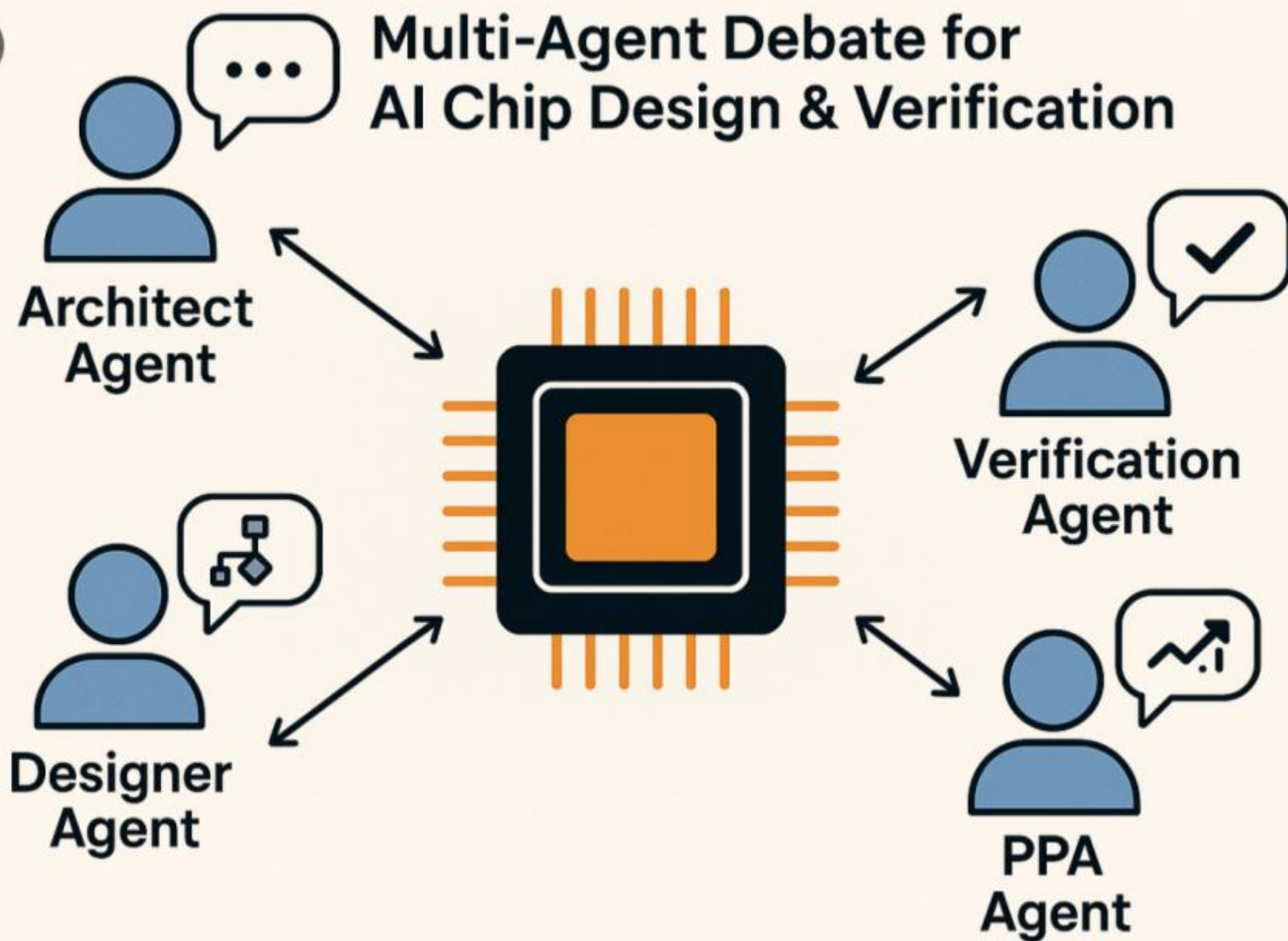


#### Summary:

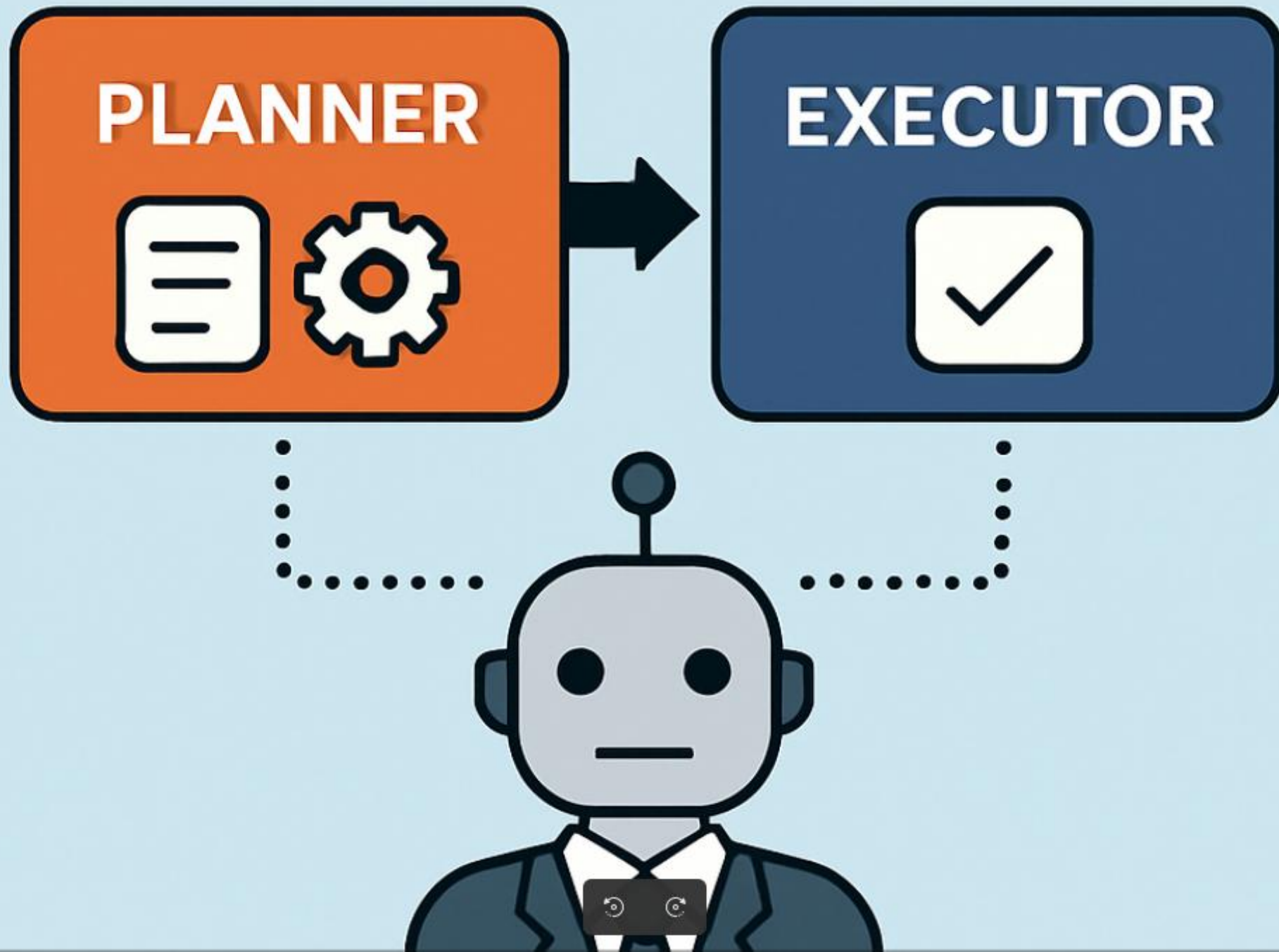
- Customers grouped by average monthly recurring revenue shows there's a small but important group of customers with a high MRR (Enterprise).
- Customers can also be grouped based on revenue growth over the last year, with the Rapidly Growing segment representing a select group of customers who have grown their spend the fastest in the last year.
- Most customers are on a monthly term, with some on an annual basis. There's a higher concentration in North America and EMEA, with North America West driving the highest MRR.



# Multi-Agent Debate for AI Chip Design & Verification



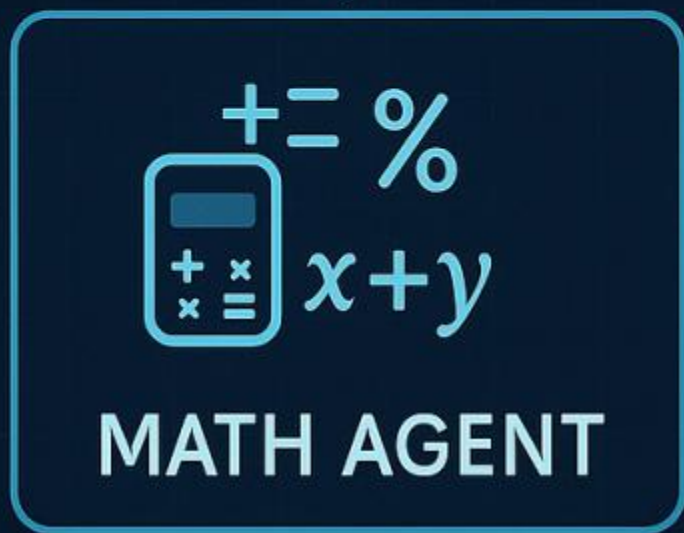




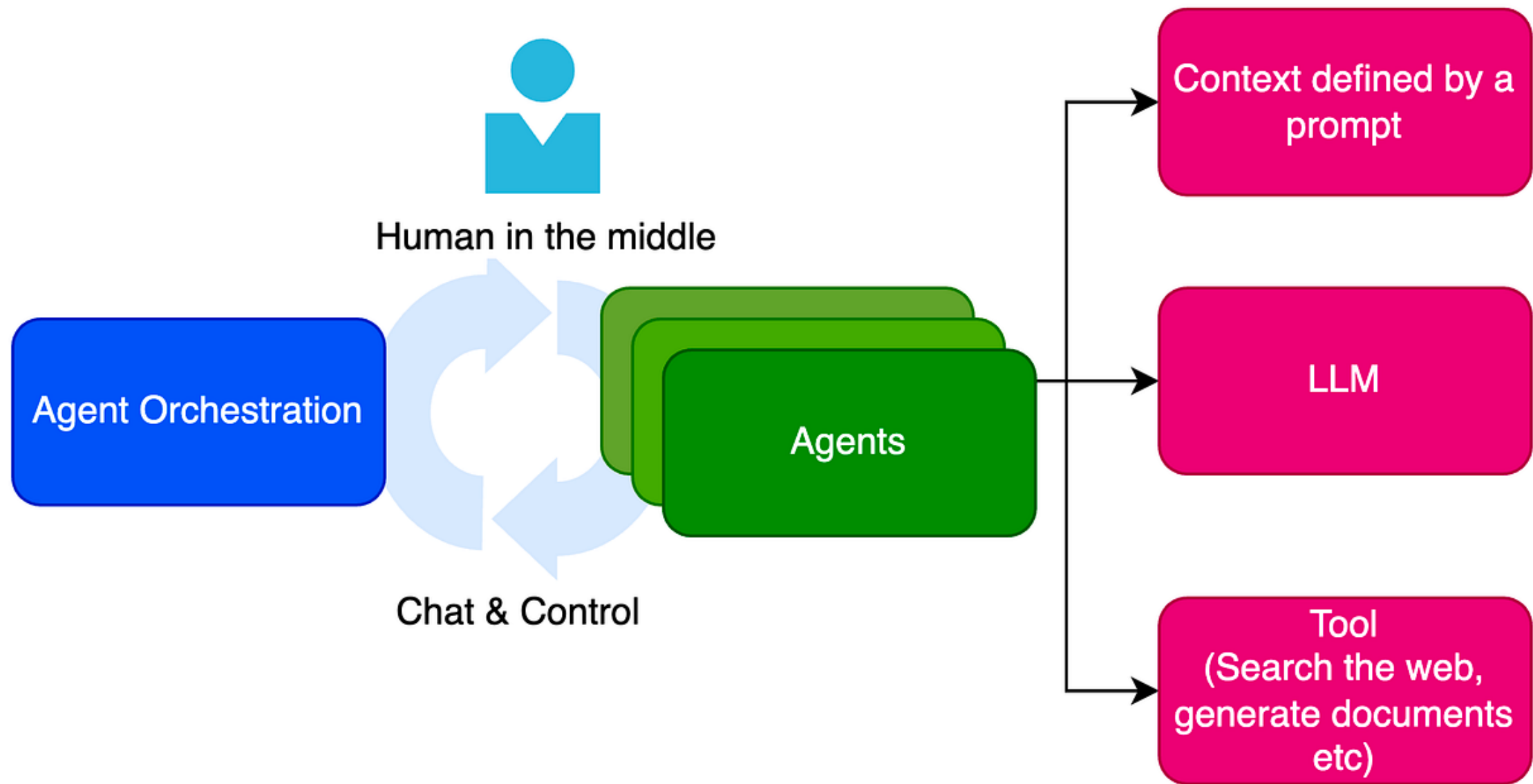




**SUPERVISOR AI**



# Arquitectura de Decisión Multi Agente



# What Humans in the Loop Do



**Ensure  
Accuracy**



**Add Control  
& Oversight**




**Active Learning  
Techniques**

# Algunos ejemplos

Lindy

Product Solutions Enterprise Pricing Resources

Log inTalk to salesTry for free



Inbound SDR Agent

Research, qualify and convert inbound leads in seconds.

Try for free

Inbound lead trigger

Research account

Qualify prospect

Personalize email







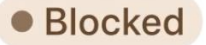


Book meeting

Mon 20	Tue 21	Wed 22
		01:00 PM Mike <> John
02:00 PM Florence <> John	02:00 PM Mark <> John	02:00 PM Laura <> John
	03:00 PM Linus <> John	
		04:00 PM Maria <> John



# Notion AI

y Status  Target Fix  My Bugs

	 Assignee	 Status	 Priority
re generates...	 Luca Beetz	 Complete	P2
broken	 Kameron Shiller	 Complete	P1
ometimes fail to...	 Jordan Scales	 Complete	P1
rash when user...	 Luca Beetz	 Blocked	P1
ge on iOS...	 Luca Beetz	 In Review	P0
ows incorrect...	 Chloe Chau	 New	P0
tes duplicate...	 Kameron Shiller	 New	P0

¿Dudas?

¡Gracias!

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