

# Soluciones Agénticas para Tomadores de Decisiones

**Paulo César Ramírez Silva**

Founder, Co-Founder & CTO

[EmprendHEC.com](http://EmprendHEC.com) | [Tutor-IA.tech](http://Tutor-IA.tech)

**Luis Antonio Beltrán Prieto**

Microsoft MVP | [luisbeltran.mx](http://luisbeltran.mx)

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# 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

Inteligencia de Negocios (BI)

Analítica avanzada

Copilots

**Soluciones agénticas**

Herramienta

Dashboards

Modelos ML

Chat conversacional

**Agentes autónomos**

Comentarios

Pasivos

Difíciles de operar

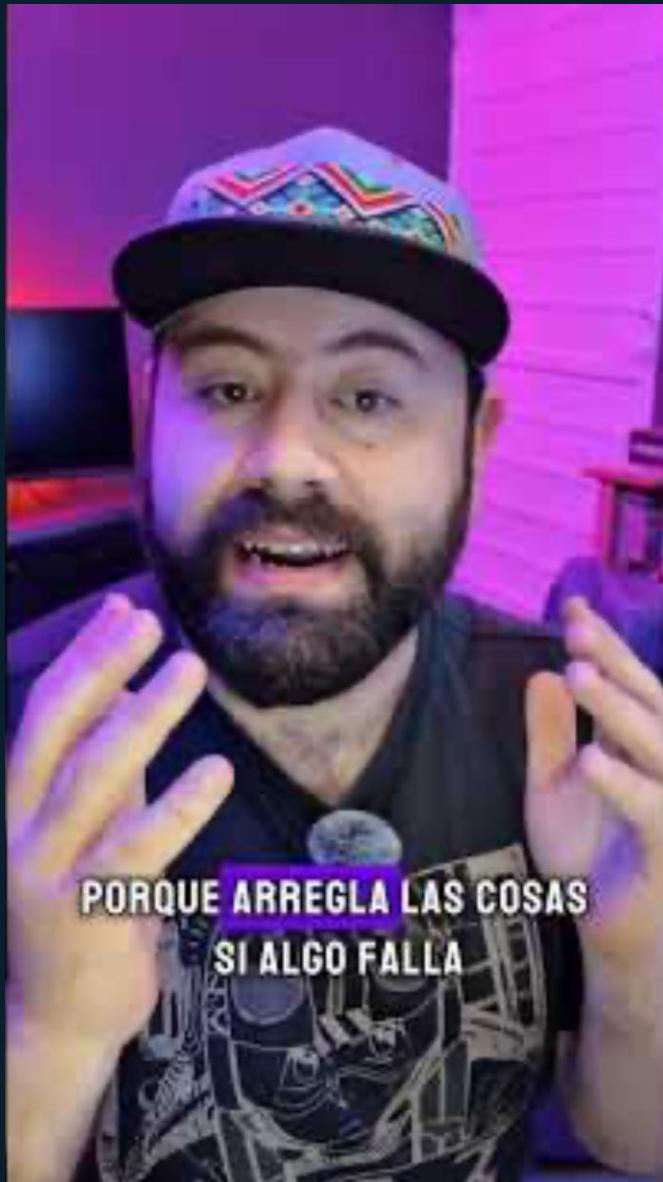
Reactivos

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

that →



Acts & Makes  
Decisions

without →



Human  
Guidance

## Applications:



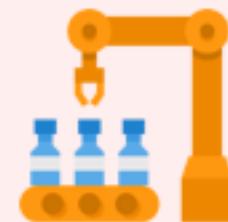
Healthcare



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

Flag

Favorites

All

Mail

Files

Teams

People

Has attachments

Unread

To me

@ Mentions me

Flag

Inbox 2073

Drafts 10

Sent Items 4

Scheduled 40

Deleted Items 40

Junk Email 19

Archive 52

Notes 2

Group B - Billing and Transport 1

Group A - Research

Conversation History

mass communication

Outbox

RSS Feeds

All results

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)

Home View Help

New mail

Delete

Archive

Sweep

Move to

Reply

Reply all

Forward

Chat

Share to Teams

Quick steps

Read / Unread

...

Favorites



2070

Drafts

Sent Items

Scheduled

Deleted Items

Junk Email

Archive

Notes

Group B - Billing and Transport

Group A - Research

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 Academic Collaboration  
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

[Reply](#) [Forward](#)

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)



## ▶ Test your agent



## Actions

+ Add action

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

Office 365 Outlook - Get email (V2)

...

Move email (V2)

...

## Triggers

+ Add trigger

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

When a new email arrives (V3)



## Starter prompts

+ Add starter prompts

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



Add starter prompts

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](#)

# Impacto en los KPIs

Tiempo para decidir

Calidad de decisiones

Costos operativos

## Key Benefits of Agentic AI Implementation

### Reduced Operational Costs



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

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



Maximized First Contact Resolution (FCR)

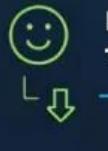
Agent executes full resolution (fix, update, confirm), no costly follow-ups

### 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 trust

# Demo

# Patrones agénticos comunes

Para toma de decisiones

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

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

**Copilot** AI-generated content may be incorrect

Sure, I'm working on it...

Activity References 1 Show less

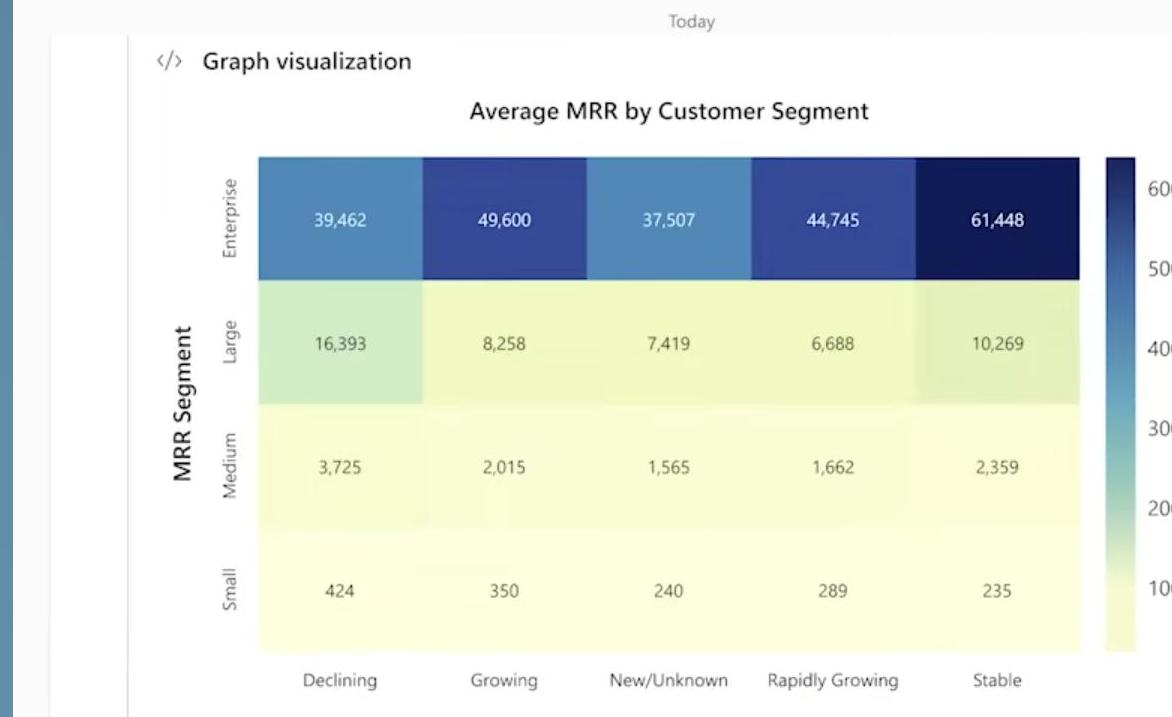
>Analyzing file data

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

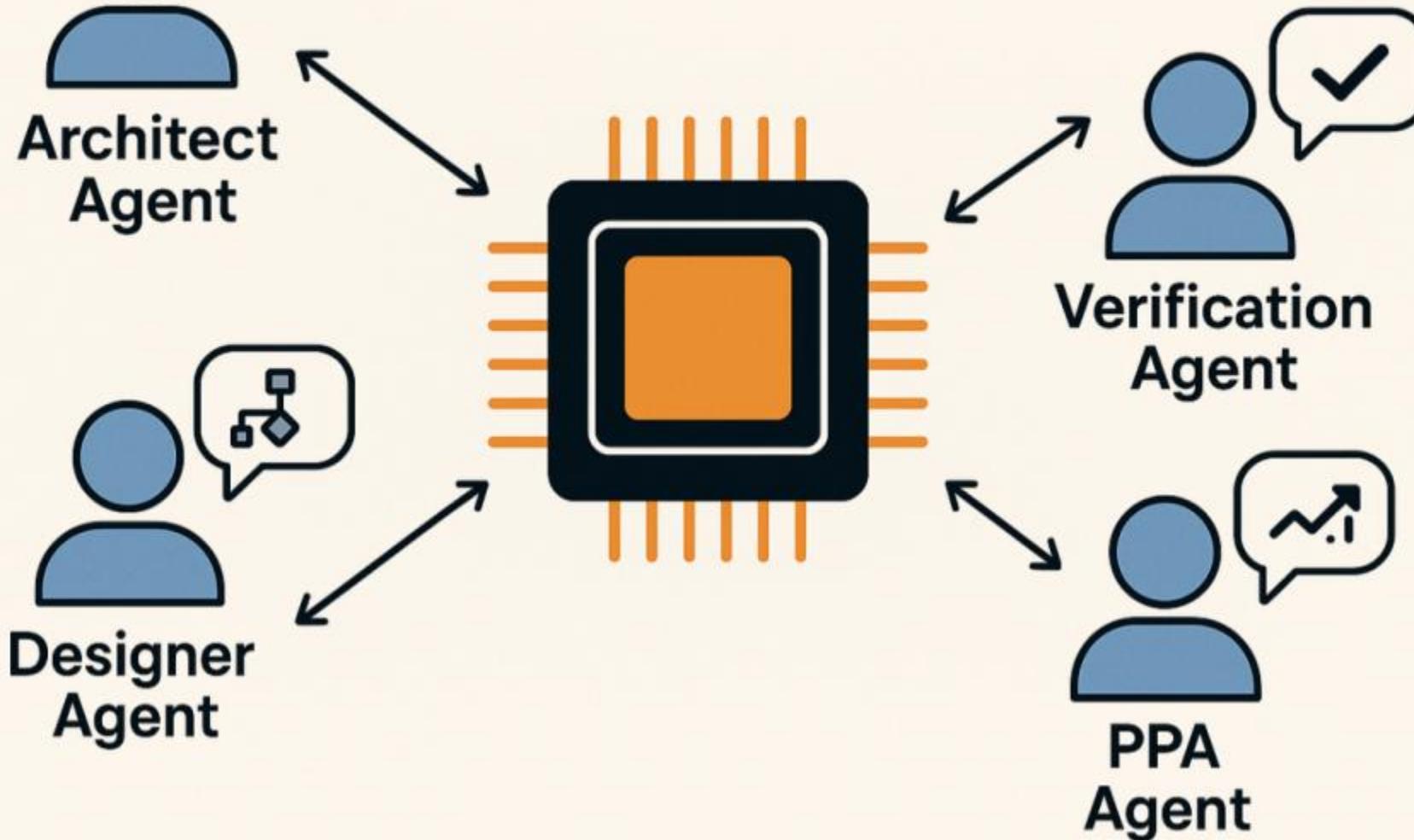
I'm grouping customers by revenue patterns over time using KMeans clustering, then plotting their average revenue profiles on different lines. Let's get the data ready and visualize the trends.

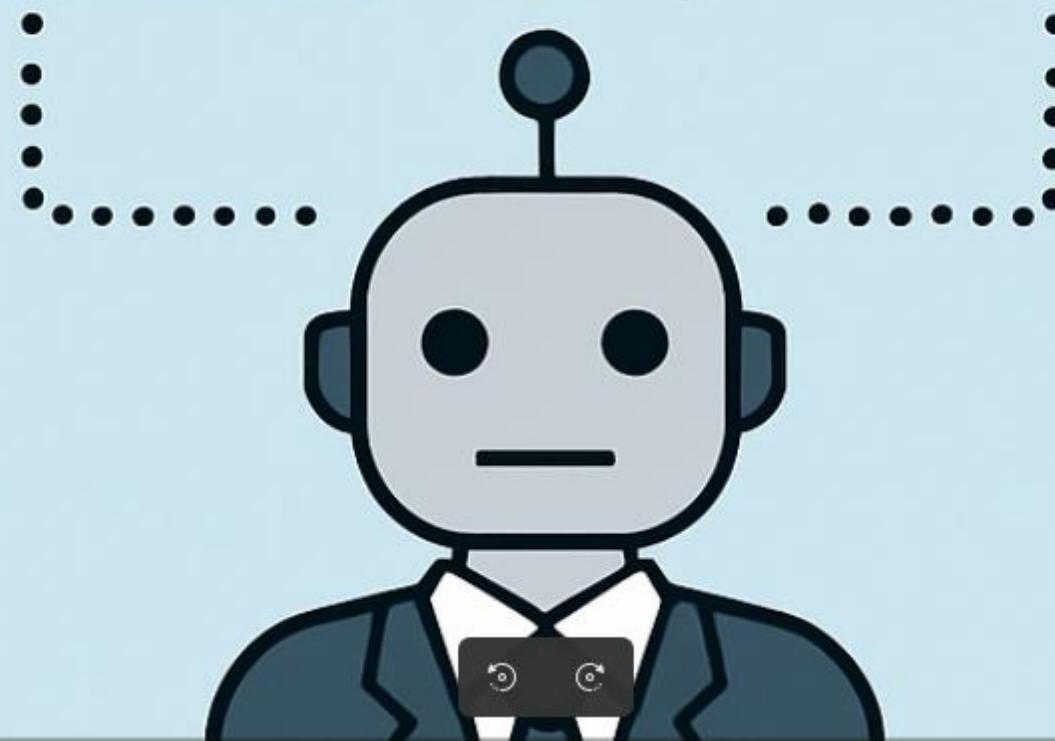
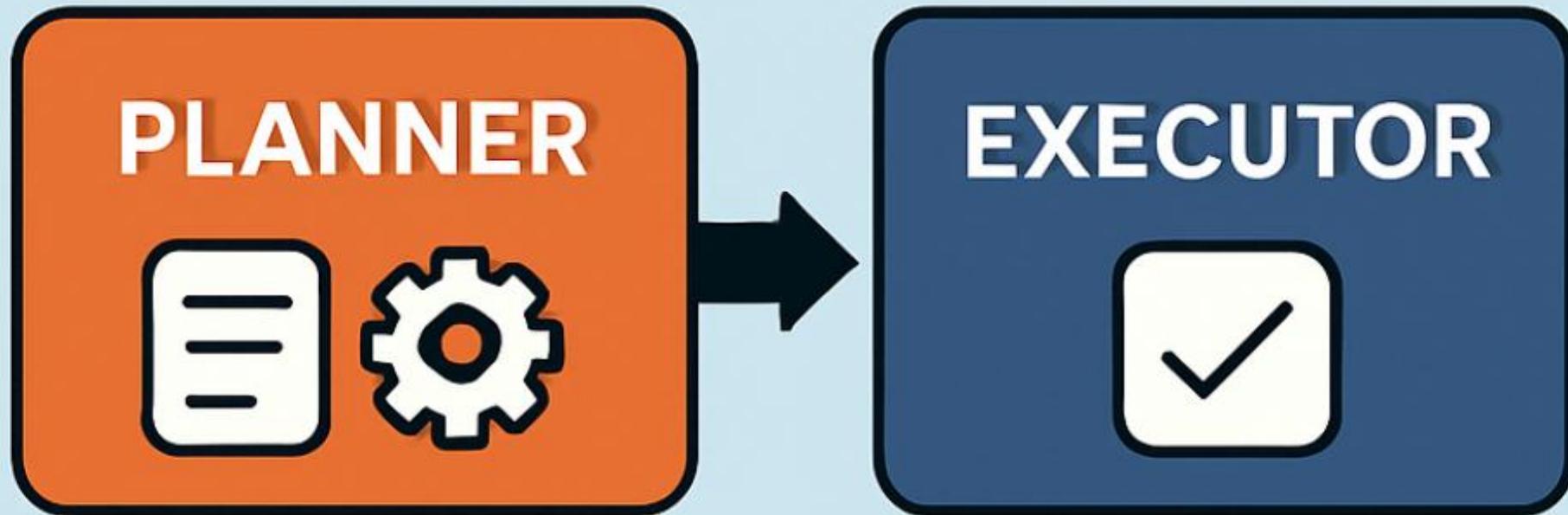
Edit in Pages Copy

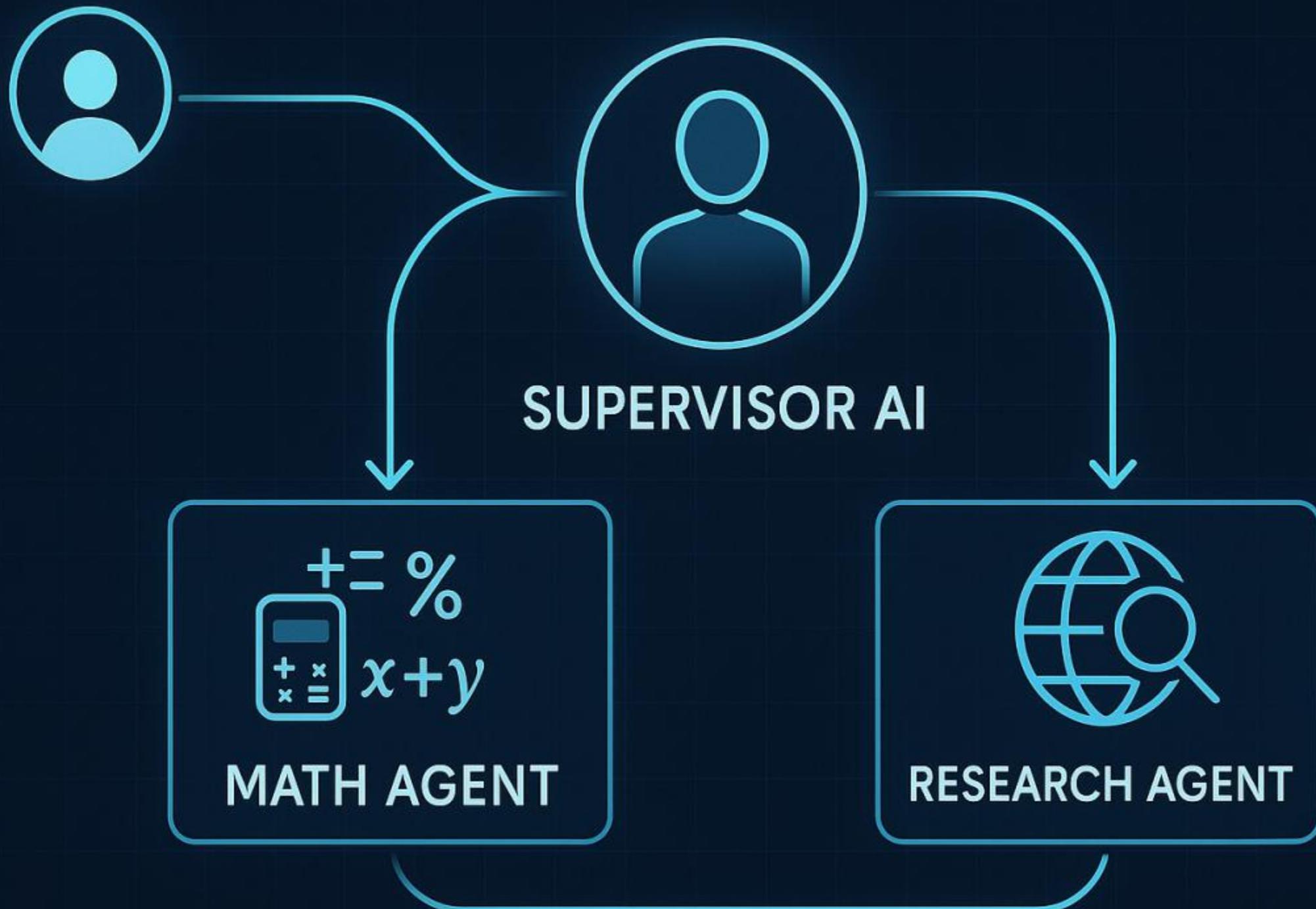


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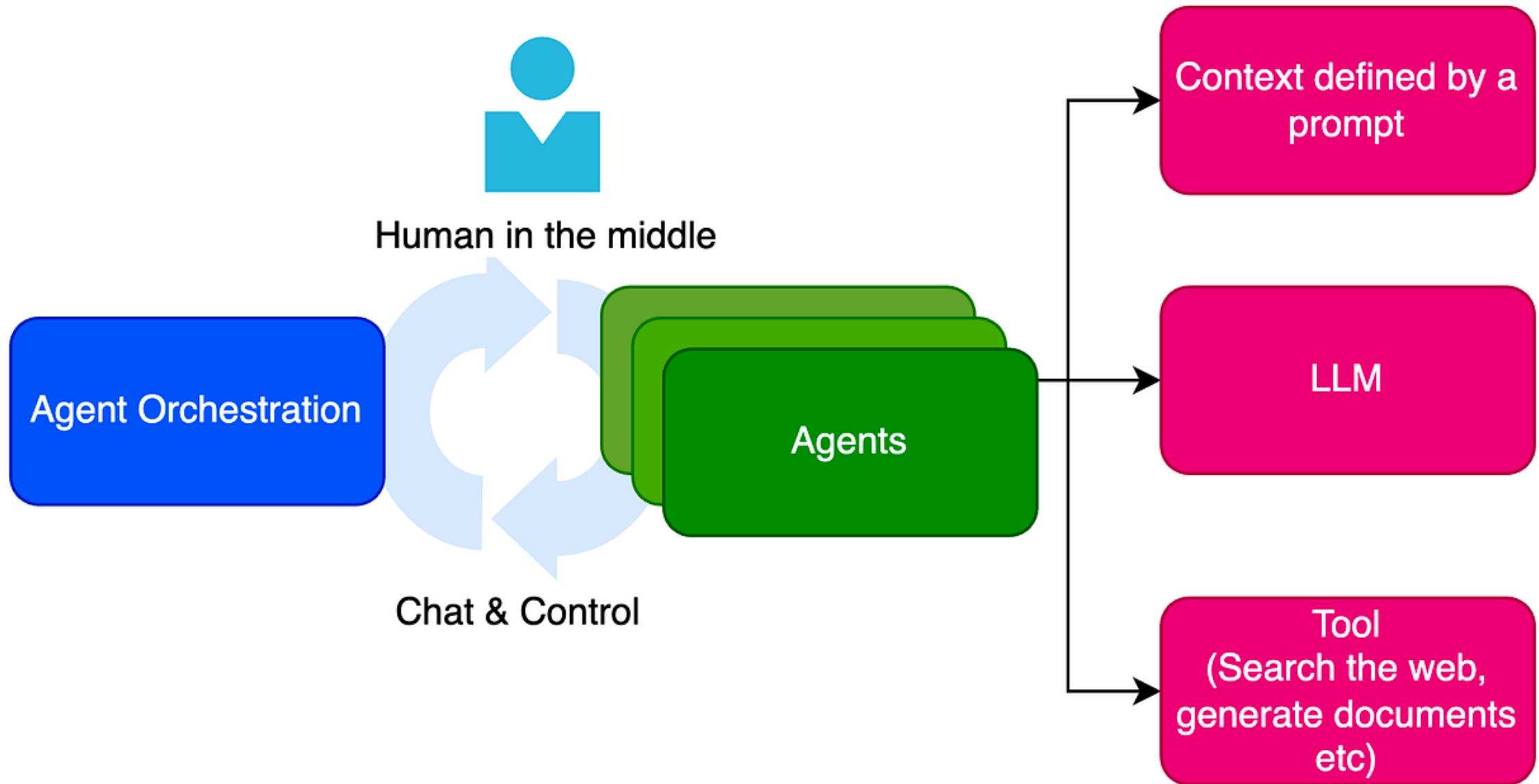
# Multi-Agent Debate for AI Chip Design & Verification







# Arquitectura de Decisión Multi Agente



# What Humans in the Loop Do



Ensure  
Accuracy



Add Control  
& Oversight



Active Learning  
Techniques

# Algunos ejemplos

The screenshot displays the Lindy AI platform interface. At the top, the navigation bar includes the Lindy logo, Product, Solutions, Enterprise, Pricing, Resources, Log in, Talk to sales, and Try for free buttons. The main content area features a section titled "Inbound SDR Agent" with a sub-section "Research, qualify and convert inbound leads in seconds." Below this is a flowchart illustrating the SDR process:

```
graph TD; A[Inbound lead trigger] --> B[Research account]; B --> C[Qualify prospect]; C --> D[Personalize email]; D --> E[Book meeting]
```

On the right, a calendar view for Tuesday, 21st, shows scheduled meetings for John with various contacts: Mike, Florence, Mark, Laura, Linus, and Maria, all occurring between 01:00 PM and 04:00 PM.

# Notion AI

Status    Target Fix    My Bugs

	Assignee	Status	Priority
bug generates...	Luca Beetz	● Complete	P2
broken	Kameron Shiller	● Complete	P1
sometimes 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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