

Agentic AI & Microsoft Ecosystem for Corporate Banking Innovation

Simplifying Digital Transformation & Automating Complex Workflows





Agentic AI: The Next Step in Intelligent Automation

Agentic AI (or Autonomous AI) refers to artificial intelligence that can run independently to design, execute, and optimize workflows, enabling enterprises to make decisions and get work done more efficiently.

It involves AI agents that can make decisions, plan, and adapt to achieve predefined goals with minimal human intervention or even complete autonomy.

Key Characteristics of Agentic AI:

- Autonomous Operations: Makes decisions, plans, and executes workflows independently, seeking human guidance only when necessary.
- Adaptive and Self-Improving: Continuously adapts to new situations, self-optimizes, and improves its decision-making processes over time.
- Workflow Design & Execution: Designs and optimizes workflows to achieve specific business goals, executing tasks with minimal oversight.





Automated Workflow vs. Agentic Al

Agentic Al

- Makes decisions, learns from data, and adapts to evolving conditions.
- Example: An agent dynamically adjusts workflows, such as routing documents directly to compliance if it recognizes a recurring issue with a certain port of loading.
- Use case: When you need autonomy, adaptability, and decision-making based on past experiences or unpredictable data.

Automated Workflow

- Executes predefined tasks without dynamic decision-making.
- Example: Fetch data → Execute Process → Generate report. Everything is scripted, step-by-step.
- Use case: When you need a system that follows specific steps, predictable and rigid.





Tesselate's Microsoft Ecosystem Overview



Key Components:

1. Copilot Studio: Builds the agents and workflows.

2. Power Automate: Executes tasks by calling external systems (Actions).

3. Copilot Orchestrator: Coordinates all processes and monitors agent behavior.





Copilot Orchestrator – The "Ultimate Team Leader"



The Microsoft Copilot orchestrator plays a crucial behind-the-scenes role, seamlessly connecting the end-user's input to Copilot's informative output. It expertly selects and executes the most suitable skills from relevant plugins, tailoring the experience to the end-user's specific task.

The orchestration layer serves as a vital bridge, linking foundation LLMs with various customization options, enabling you to extend, enrich, and tailor Copilot to meet the unique needs and workflows of your customers.

The Orchestrator serves as the central hub of the ecosystem. It coordinates the overall flow of the process, ensuring that each Processing Agent and Discrete Service Agents interact at the right time and in the right sequence. The orchestrator manages the workflow, makes dynamic decisions, and handles exceptions that arise during the process.

- Agentic AI Comes from the Orchestrator: The Orchestrator is where Agentic AI resides, utilizing natural language processing and large language models. It enables adaptive decision-making based on data and the context. For example, if the Orchestrator notices that documents
- Not All Tasks Require Agentic AI: While the orchestrator is Agentic AI, not every task performed by agents needs the complexity of Agentic AI. Many tasks, such as limit checks, compliance checks, or system calls, can be managed effectively through workflow automation. These tasks do not require dynamic decision-making and follow well-defined rules.





Process Agents – Task Execution

Processing Agents are responsible for executing specific, predefined tasks that are required for the Guarantee Issuance process. These agents follow the steps necessary to issue the guarantee, such as:

- Limit Checks
- Eligibility Checks
- Compliance Checks
- Pricing Calculation

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Booking the Guarantee in Back Office Systems

Agentic AI in Processing Agents: Certain tasks, like limit checks and compliance checks, typically do not require Agentic AI and can be managed through predefined workflow automation If the process requires dynamic decision-making, for example, learning from past failures in compliance checks; the Transaction Orchestrator can raise it to the user/human to adapt the workflow accordingly.





Building Agent on Copilot Studio





Discrete "Actions" - External Integrations



Discrete Actions are responsible for interacting with external systems and services to perform specific actions during the Guarantee Issuance process. These tasks often include:

- Calling external compliance systems for verification.
- Triggering document validation services via external APIs.

Not Agentic AI: These Discrete Service Agents are not Agentic AI. They execute tasks based on predefined triggers and rules but do not adapt or make decisions on their own. They are essentially workflow automation components that interact with external services or systems to carry out specific tasks.







Inquiry/Insight Agents – Process Visibility and Tracking



Inquiry Agents provide crucial visibility into the Guarantee Issuance process. These agents are responsible for tracking the status of the transaction and managing dashboards for reporting. Their tasks include:

• Tracking the status of the guarantee issuance (e.g., "Document Created," "Compliance Check Passed").

• Providing real-time dashboards that summarize the transaction progress for decision-makers.

Not Agentic AI: These Inquiry Agents typically do not require Agentic AI. Their role is to monitor and report, which is vital for transparency but doesn't require dynamic decision-making. They are used for tracking and reporting, ensuring stakeholders have insight into the process.









Innovation Hub



How Agentic AI Works

Step-by-Step Example Issue Letter of Credit Process

The "Worker" Agent executes the tasks, connects to the Discrete Actions for external processing and intelligently prompting the customer for more information if required, before completing the transaction in the back-office system





Small Language Model - Corporate Banking

What is a Small Language Model (SLM)?

SLMs are built with fewer parameters and simpler neural architectures than large language models (LLMs), allowing for faster training, reduced energy consumption, and deployment on devices with limited resources.

Key Benefits of Hosting an SLM :

- Improved Accuracy: Because their training is focused on specific tasks, SLMs can provide more accurate responses and information within the areas they're trained in. Their specialized nature allows for fine-tuning that often outperforms larger models in domain-specific applications.
- Control and Security: Hosting the SLM within the bank's infrastructure provides full control over the data, ensuring that sensitive customer or transaction data remains secure and compliant with internal and regulatory standards.
- Customization for Corporate Banking: The SLM can be trained with the bank's specific documents, policies, and data types to provide more accurate and relevant insights without the complexity of broader, more generalized models.
- Lower Cost: The reduced computational requirements, training time, and energy consumption of SLMs result in lower overall costs. This affordability makes them accessible to a broader range of people and organizations.



The Future: Progressive Improvement with Agentic AI

Initial Implementation - Stable Foundation:

Agentic AI can start by automating predefined workflows and providing key decision-making insights. The system will operate based on clear rules and processes, ensuring stability, reliability, and consistent performance.

Future Development - Adaptation and Growth:

As the system stabilizes and operations scale, Agentic AI will continuously learn and adapt. It will gain the ability to autonomously improve workflows, predict potential challenges, and propose adjustments to optimize performance; always keeping human oversight for critical decisions.

Future Benefits:

- Predictive and Proactive Decision-Making: Agentic AI will anticipate future needs, predict potential outcomes, and take proactive actions, ensuring that your business remains agile and responsive to changes in the environment.
- Continuous Optimization: Over time, the system will refine its decision-making capabilities, offering smarter workflows, higher efficiencies, and increased operational effectiveness.





The Microsoft Agent Marketplace







Example: Import Letter of Credit Issuance : Traditional VS Agentic AI-Enabled Process

Traditio	onal Process
Manual review of trade documents.	
Risk assessment and creditworthines compliance officers taking days to co	ss checks require manual analysis by omplete
Manual cross-checking of trade parts regulations. High risk of missing compliance viola	ners, jurisdictions, and compliance tions due to human oversight.
LC drafts are manually created and r Takes approximately 0.5-3 days	eviewed, requiring multiple corrections.
Multiple manual handovers betweer Prone to delays due to human deper	n bank teams, importers, and exporters. ndencies.
Manual negotiations of charges and Lack of transparency in trade financi	fees with banks. ng costs.
High chances of errors and delays du	e to human intervention.
Process Step	lime laken
Agreement on LC conditions	5 - 15 days
Submitting the LC application	0.5 - 1 day
Risk assessment and decision-making	1 - 6 days
LC draft review and agreement	0.5 - 3 days
Final issuance of LC	1 - 5 days

Conclusion

5 - 9 business days

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8 - 30 business days



Conclusion

UP TO 70% Effort Saved



