

**CAMUNDA**

# **From experiments to enterprise**

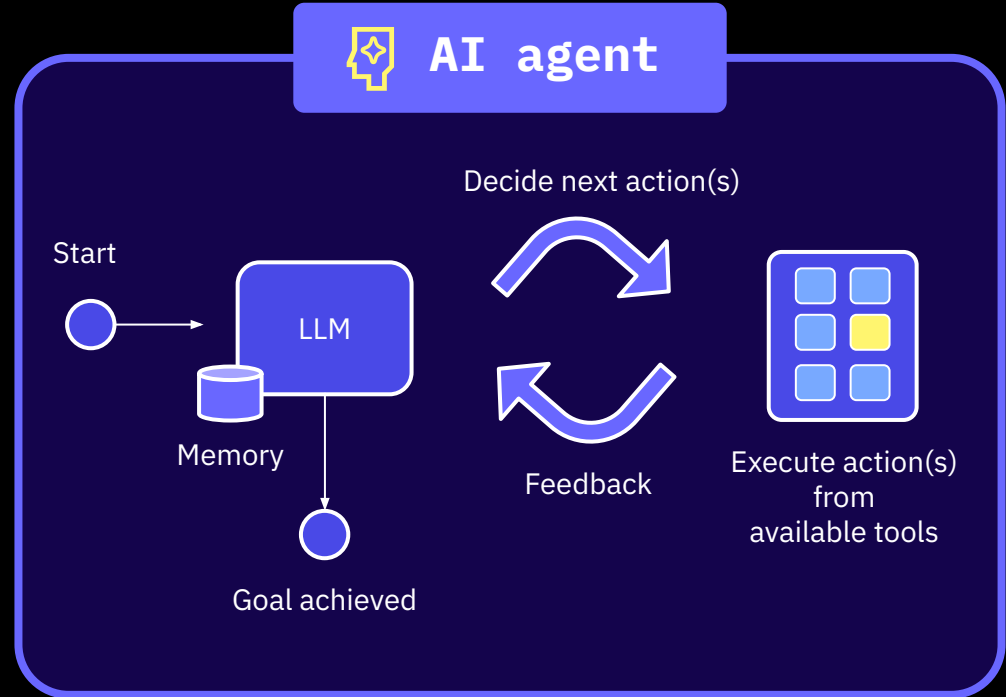
**Making AI agents mission-critical**

Andrey Belik, Product  
Camunda

# The potential of agentic AI



Remove the limits of traditional automation and automate complex knowledge work that today relies on humans.



No fixed process logic.

Agents decide, act,  
and adapt at runtime.

# A fundamental transformation

“

“Agentic AI systems are poised to not only become the backbone of the knowledge economy but will completely redefine how organizations operate and compete.”

FORRESTER®

”

# Popping up like mushrooms



## Popular agents

glean

Retrieval-Augmented Generation (RAG)

GitHub Copilot

Domain-specific

Microsoft Copilot Studio

Custom-developed

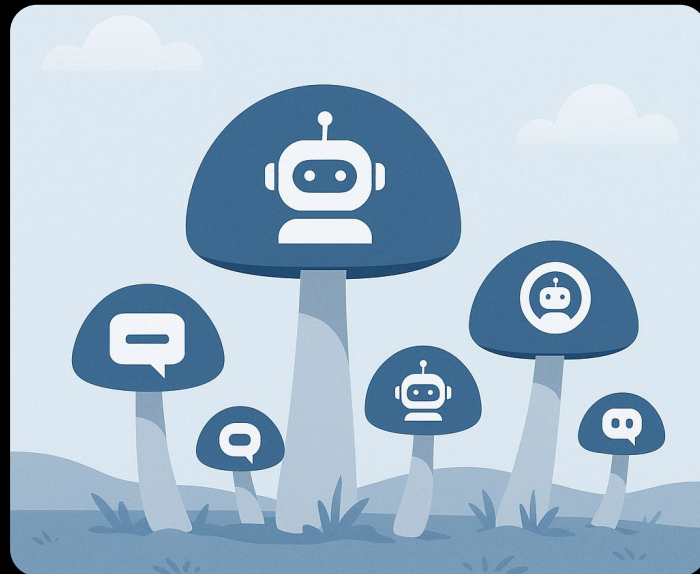
salesforce



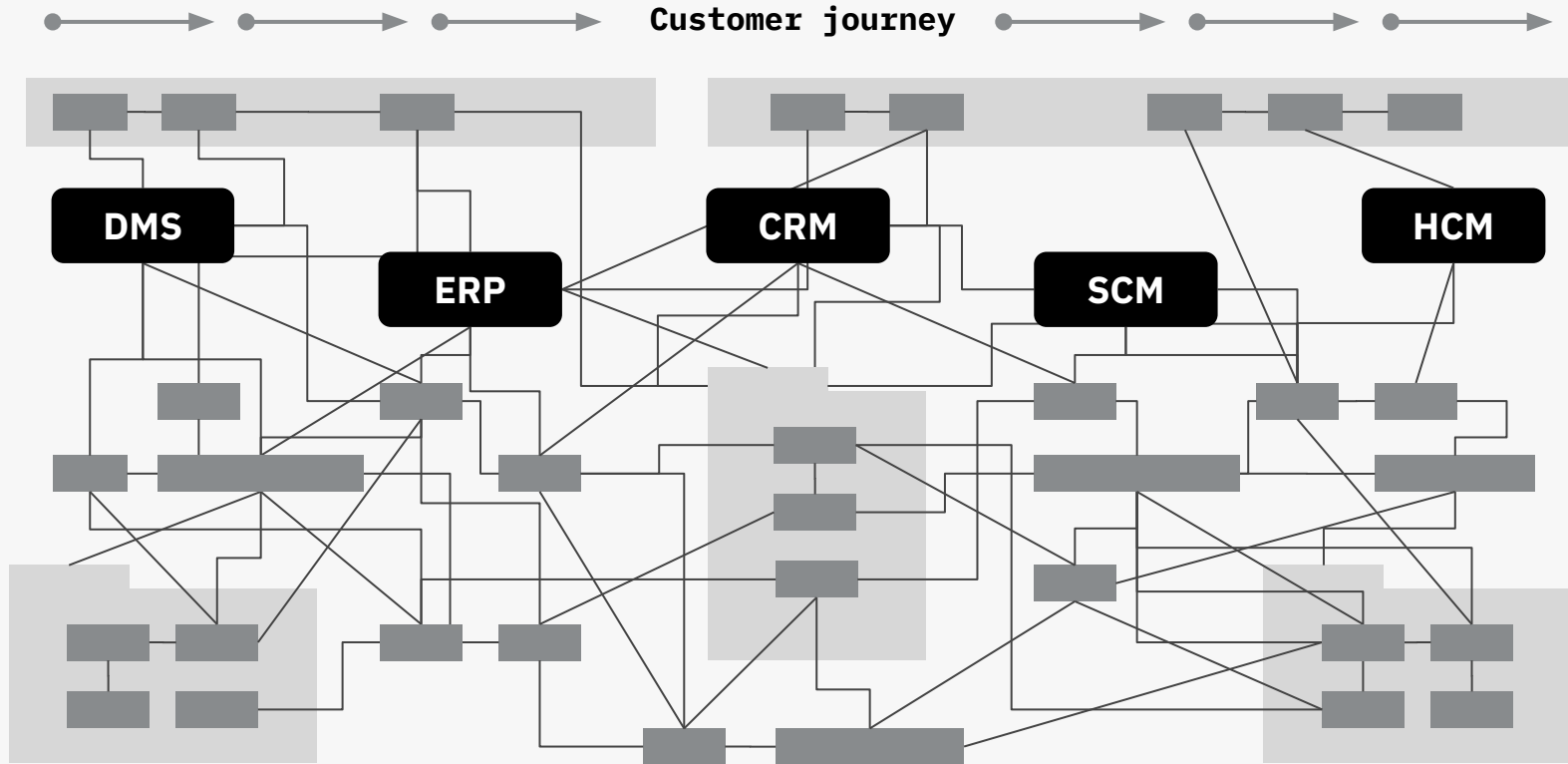
Chatbots/assistants



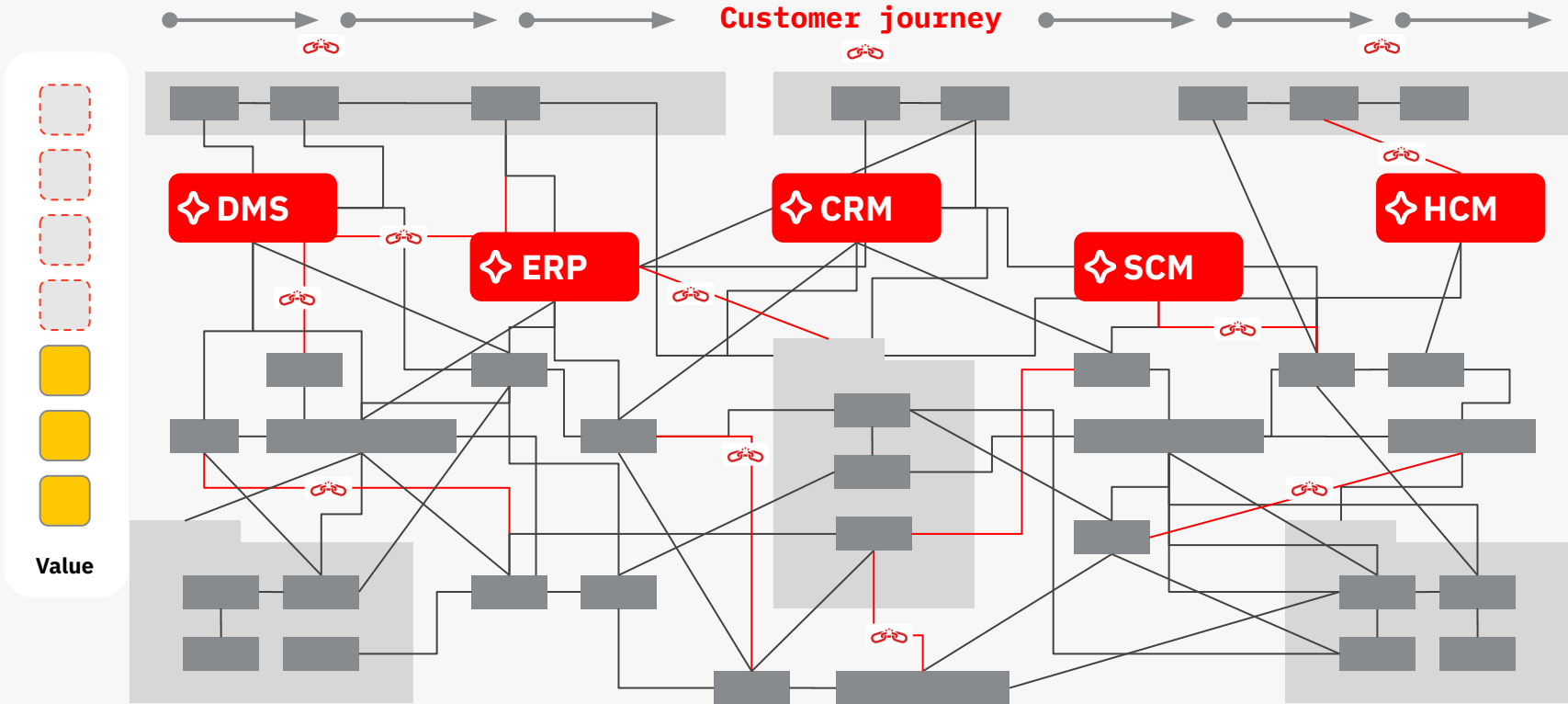
Embedded in applications



# Just throw in agents?



# Just throw in agents?



# Challenges for adopting next-era AI



**40%**

of **agentic AI**  
**projects will be**  
**scrapped** by 2027

- Gartner

Emerging Tech: Avoid Agentic AI Failure: Build Success  
Using Right Use Cases 15 May 2025

**77%**

of leaders are  
**concerned about**  
**GenAI risks**

- Deloitte

How can tech leaders manage emerging generative AI risks today  
while keeping the future in mind? 20 February 2025

**44%**

have already seen  
**AI output go**  
**wrong**

- McKinsey & Co

The state of AI: How organizations are rewiring  
to capture value 12 March 2025

**Only 8%**

are **scaling AI** at an enterprise  
level, **embedding the technology**  
into **core business strategy**.

- Accenture

The Front-runners' Guide to Scaling AI 6 May 2025

# Agents hit a ceiling



**Task** focused - not handling mission-critical cases.



**Siloed** - Not woven into end-to-end processes. Not operating in collaboration and in unison with other AI agents and humans.



**Mistrusted** - Not trusted for high value processes.

**Trust in AI agents is declining.**

**“Only 27% of organizations express trust in fully autonomous AI agents, from 43% 12 months ago.** This is potentially a reflection of business reality taking hold after the initial enthusiasm and overconfidence in agentic AI capabilities.”

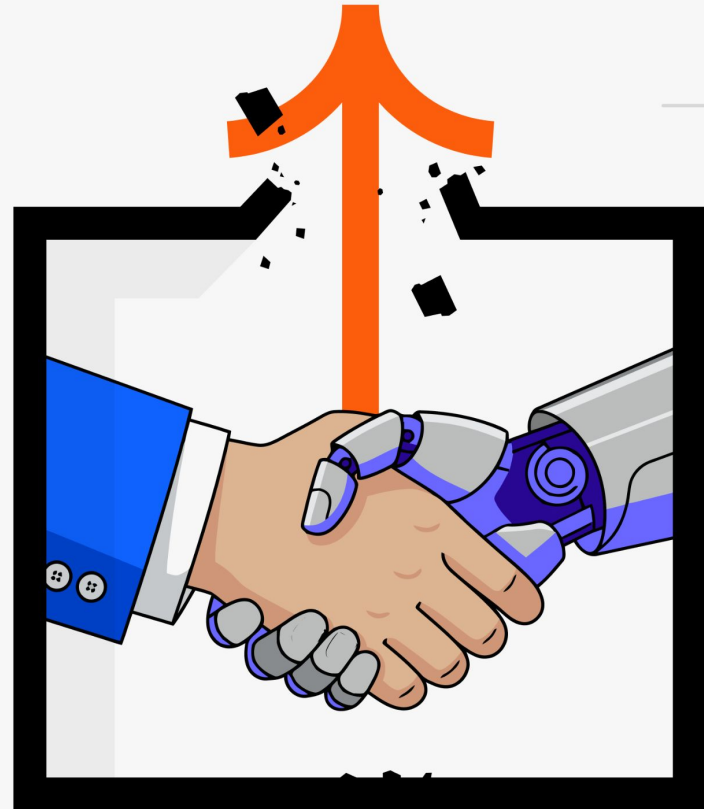
Source: Capgemini, [Rise of agentic AI How trust is the key to human-AI collaboration](#)

# Trust needed to break through ceiling

“Customer trust hinges on enabling **explainable, guardrailed automation** and **human-in-the-loop controls** that build user confidence.

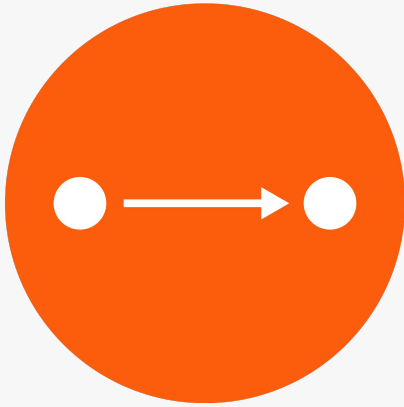
Over time, these features will facilitate the transition to trusted AI actions without human oversight.”

Source: Gartner, *Emerging Tech: Customer Trust Is a Critical Barrier to Agentic AI Adoption*, 2 June 2025



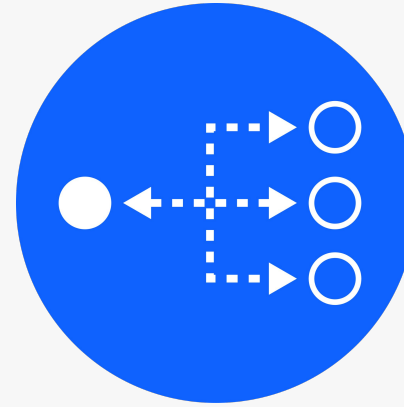
How can we create  
**enterprise-grade agents**  
which we can **trust** to  
automate high-value,  
mission-critical work  
**autonomously**?





Deterministic  
Orchestration

Manage  
pre-defined  
patterns



Dynamic  
Orchestration

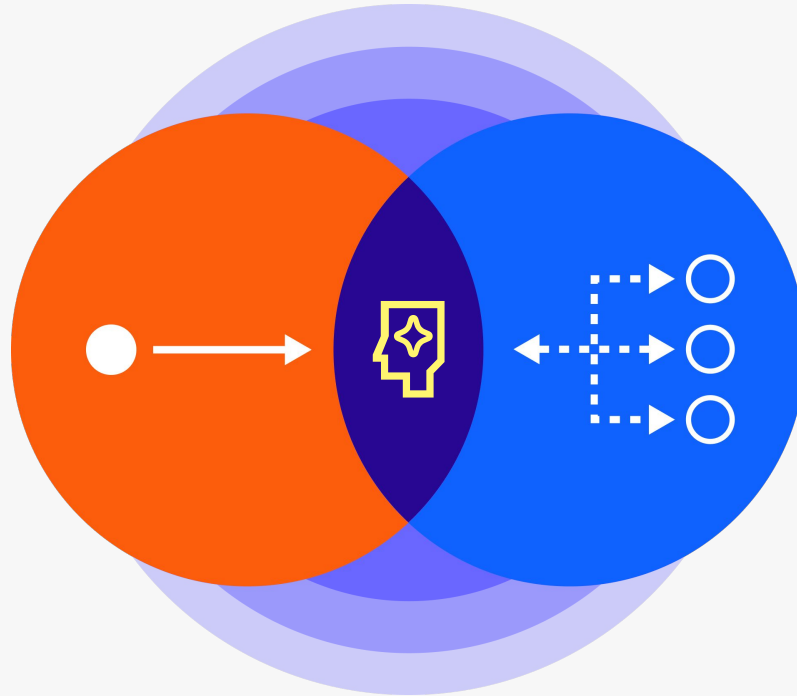
Manage  
the ad hoc and  
unpredictable

# Agentic Orchestration



Design agents' behavior for both autonomy and trust

Deterministic  
Orchestration



Dynamic  
Orchestration

Dramatically increase the value of Agents with  
**strict guardrails** + **autonomous knowledge work**.

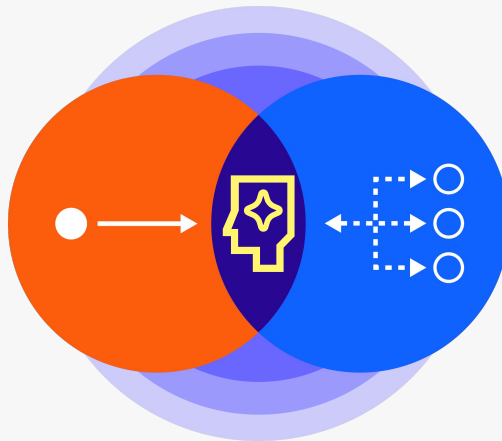
# Onboarding & due diligence

Banking and financial services



## Deterministic Orchestration

- Apply product, policy, and jurisdiction rules
- Run KYC/AML screening (sanctions, PEP, CIP)
- Validate evidence completeness and approvals
- Create customer and product records for reporting

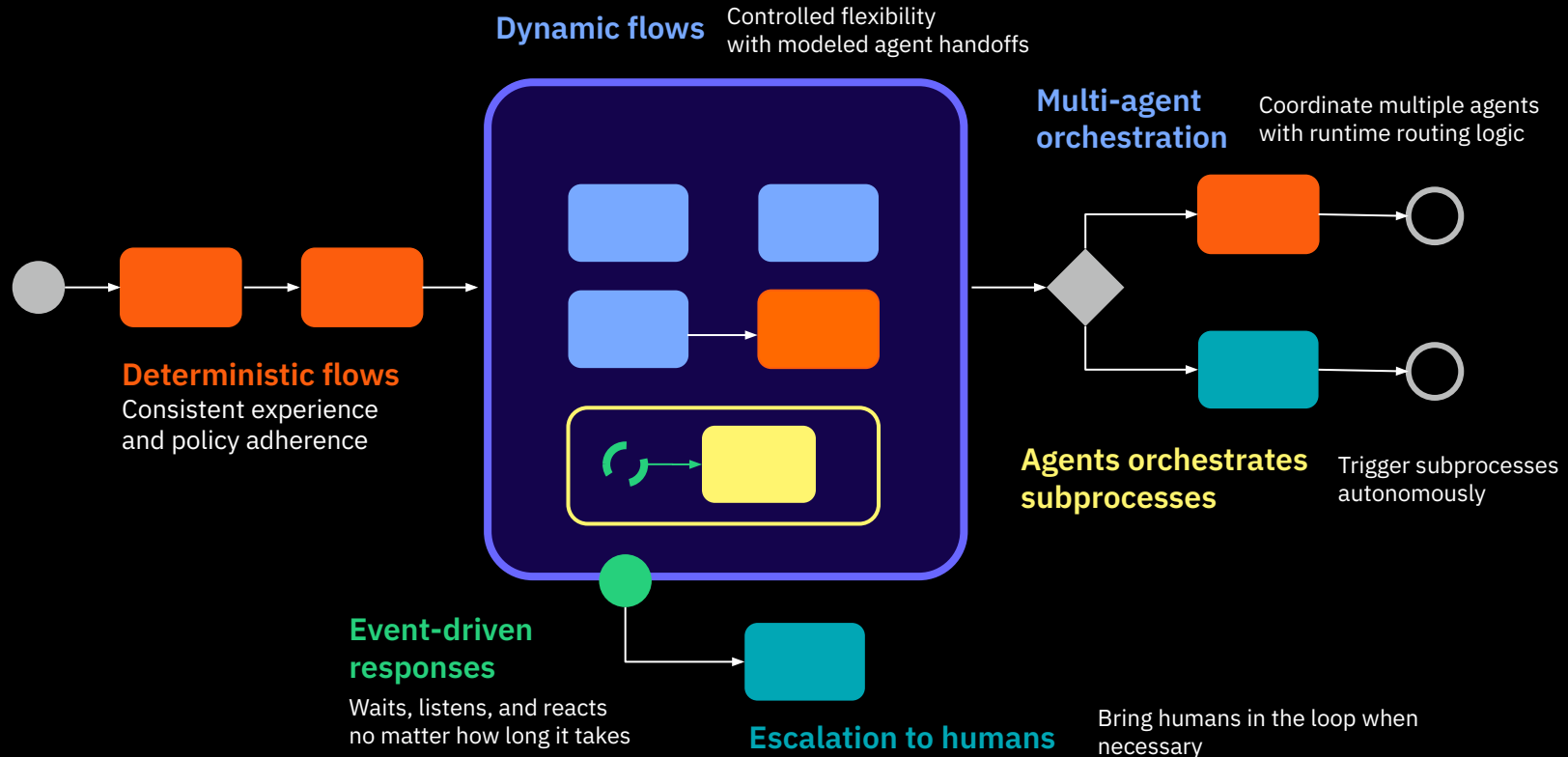


## Dynamic Orchestration

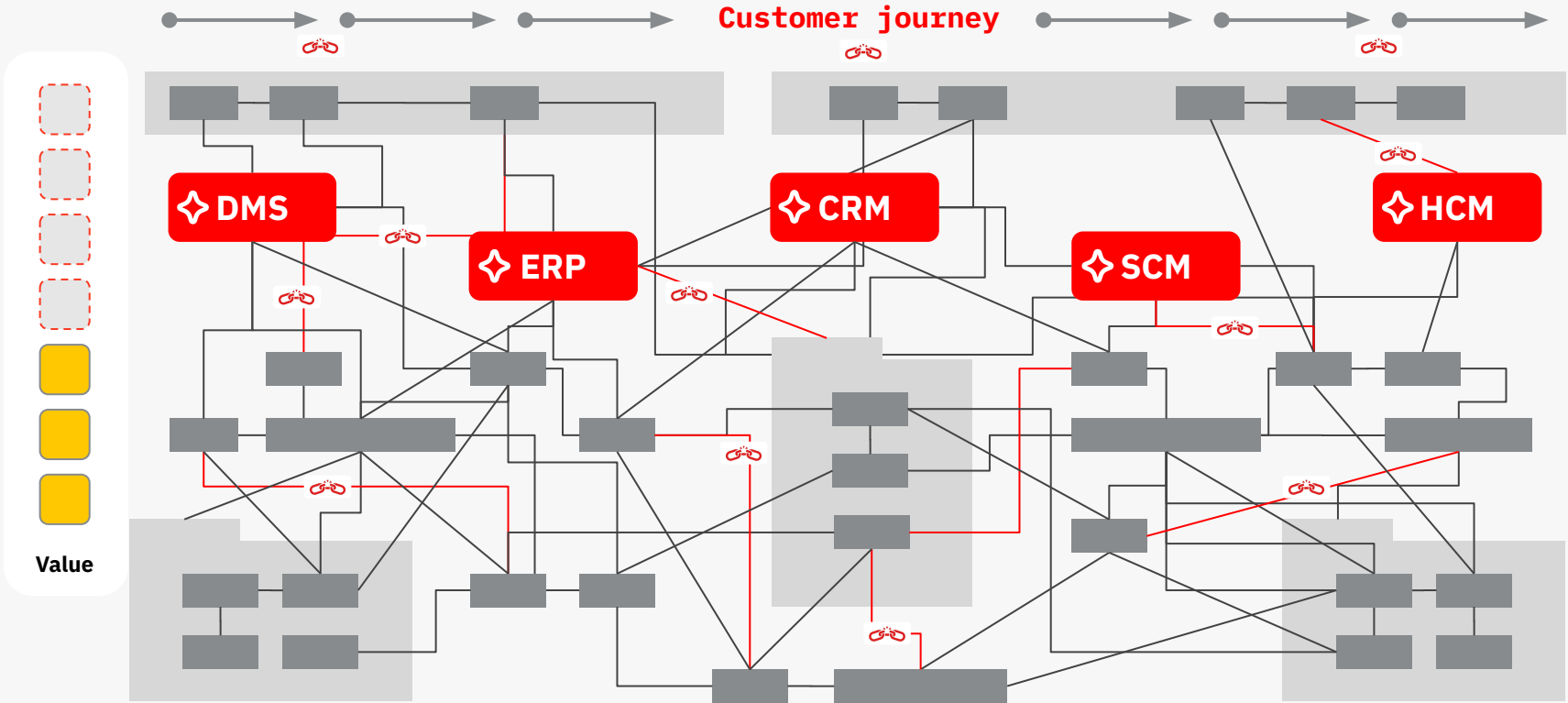
- Plan work based on product, jurisdiction, policies, and real-time risk signals
- Engage with clients and third parties to source documents
- Gather, verify, and reconcile evidence into explainable cases

***Value from Agentic:***  
**40-65%** reduction in onboarding time, better customer experience, and faster time to revenue

# Enterprise-grade agents require agentic orchestration



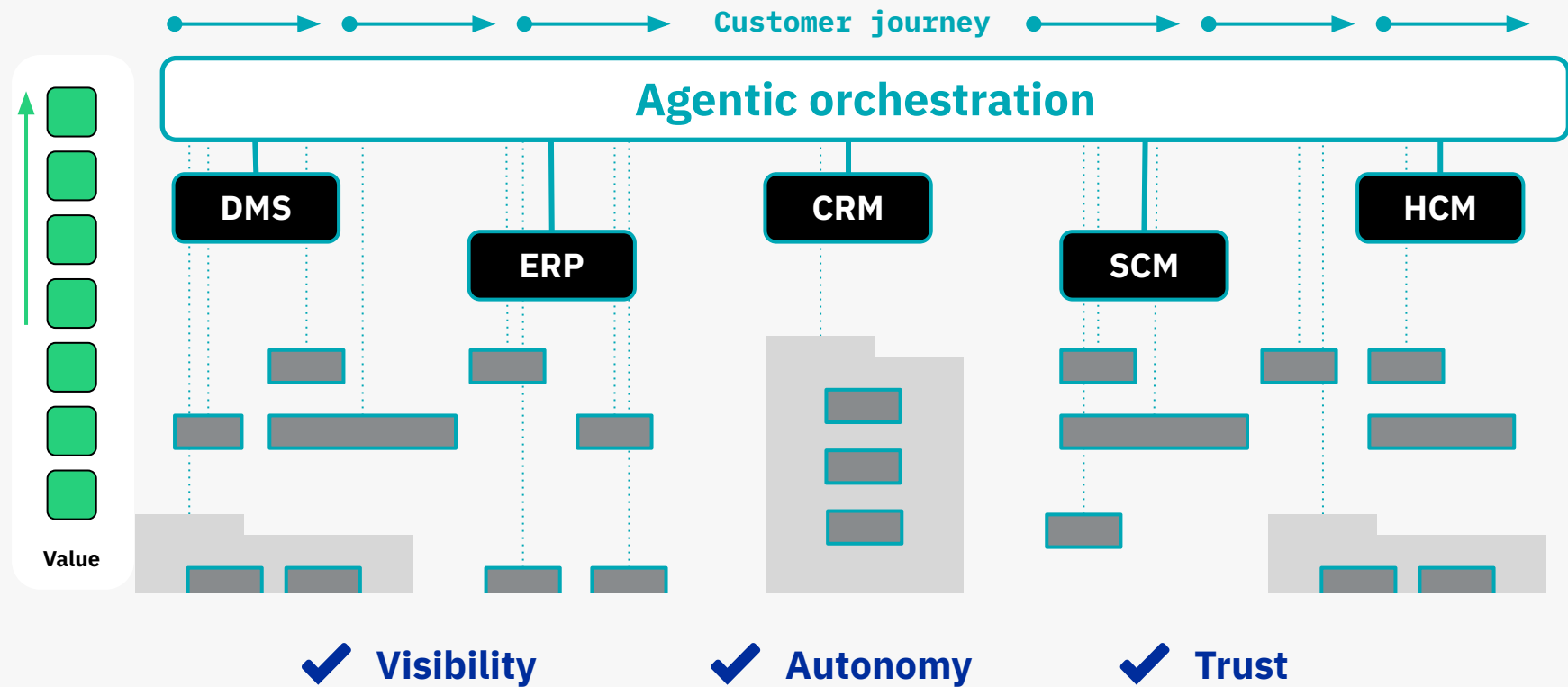
# Just throw in agents?



# The orchestration advantage

Enterprise-ready agents sit in the orchestration layer of your enterprise architecture

**CAMUNDA**



# Requirements for enterprise-grade agents



Seamless blend of  
deterministic and  
dynamic orchestration



Reliable and powerful  
orchestration engine



Business and IT  
work together



Granular control  
and end-to-end  
monitoring



Powerful  
integration layer



Highly developer  
friendly

# Building & optimizing enterprise-grade agents



✦ AI enabled

## Design

- ✦ **Agent builder**  
Blend deterministic flows with dynamic flows, work with MCP, A2A
- ✦ **Tools**  
All the tools available for your deterministic processes such as RPA, IDP, and human task escalation are also available as tools for agents.
- ✦ **Integrations**  
Integrate with everything, including agents designed with LangChain, [Crew.ai](#) or RPA task-agents, or any out-of-the-box solution.

## Test

- **Rapid agent testing**  
Simulate agents without affecting production systems and deploy with confidence.
- **CI/CD integration**  
Accelerate time-to-market by integrating with your SDLC/DevOps ecosystem.

## Automate

- **Workflow engine**  
Cloud-native event streaming for unparalleled scale and resilience.
- **Monitor**  
Manage and troubleshoot agent instances.

## Improve

- ✦ **Optimize**  
Monitor KPIs and analyze agents performance and LLM token consumption.

## Manage

End-to-end governance of your Camunda installation.

## ■ Console

Manage clusters and API keys, review audit logs, and perform one-click upgrades.

## ■ Identity

Manage applications, APIs, users, and roles.

## ■ Enterprise SSO

Enterprise single sign-on for consistent authentication and secure user access across your entire organization.

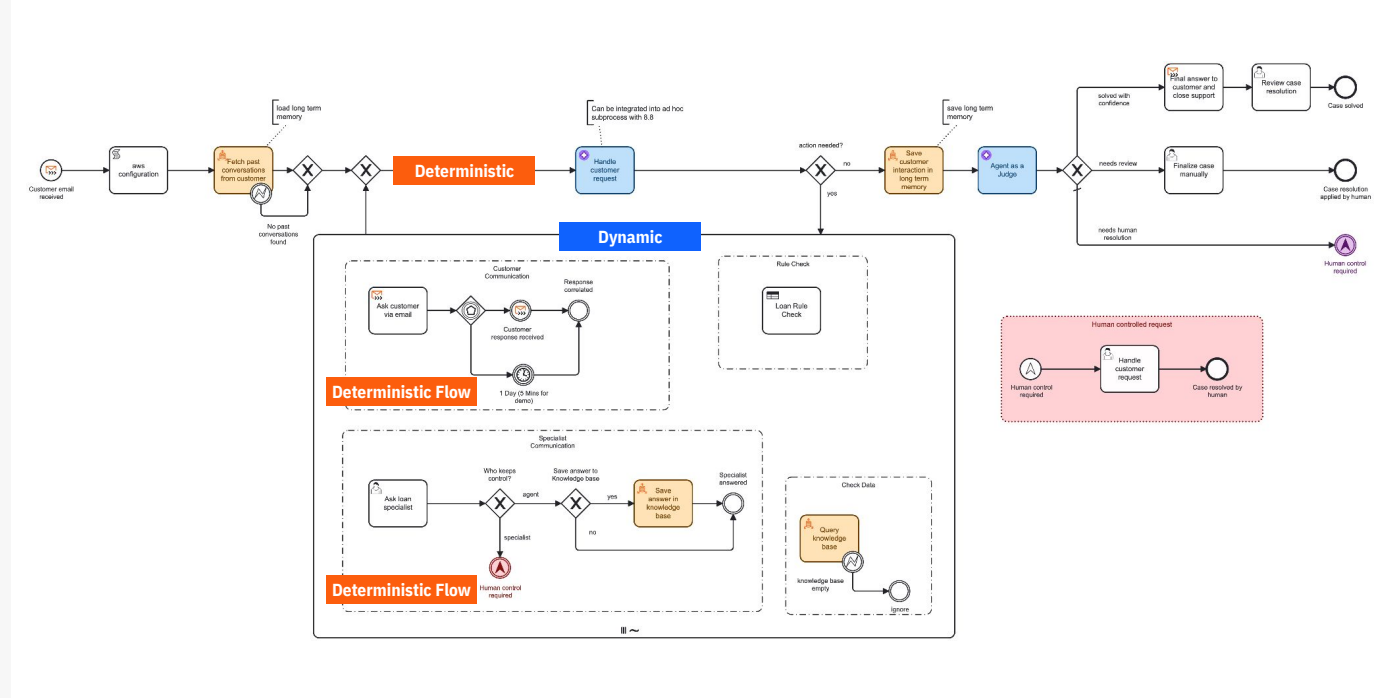
## Extend

Complete library of SDKs and APIs to integrate and extend process applications.

# Seamless blend of deterministic and dynamic orchestration

“Camunda connects the human, the AI and the whole legacy system, and process world around Camunda as the bridge that holds it all together. So while we also have standalone AI, LLMs, chatbots, there’s also the need to integrate it within the company. So that’s what we’re using Camunda, which we enable with AI.”

— Nils Kaufmann,  
Head of Process Automation

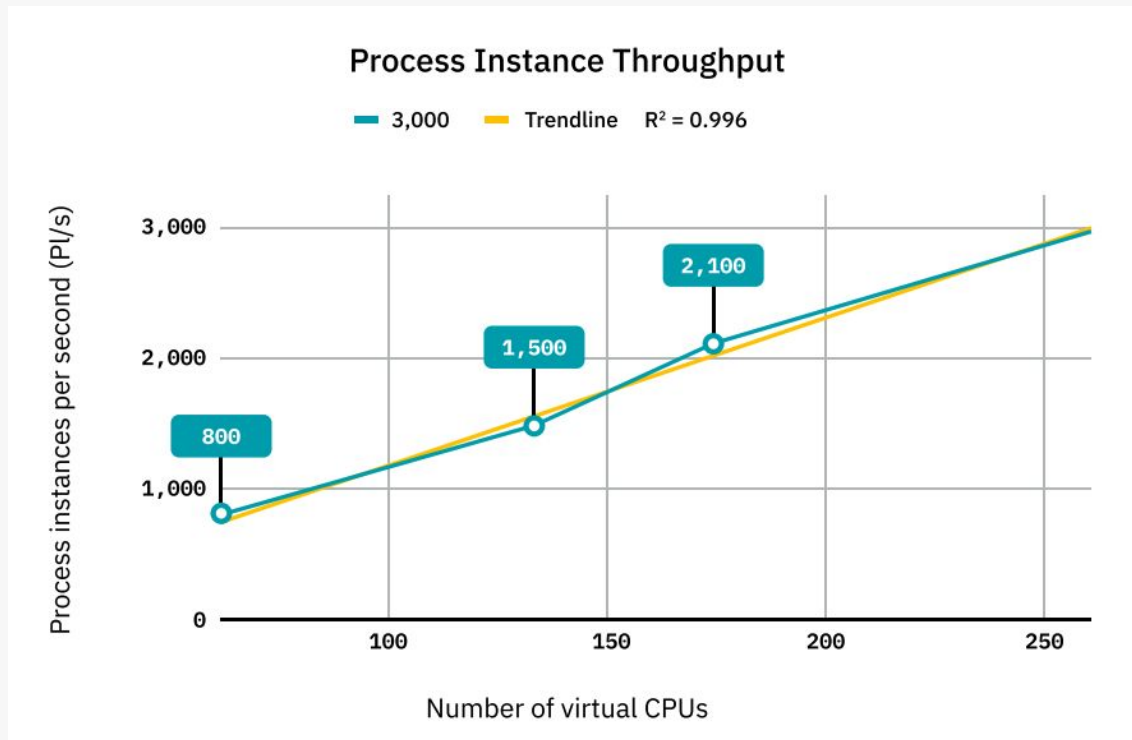


## Reliable and powerful orchestration engine

“A requirement from payments is we have to **work 24 x 7**. And, if we lose a region, we should be able to **recover in 15 minutes without data loss**.

We are talking about executing in 2025, around **250 million payments per year**. They want to support 2 million payments per hour.”

– Javier Sabino  
CTO, Architecture and Software Core  
Engineer, Enterprise Workflow



Requirements for  
enterprise-grade agents

# Business and IT work together

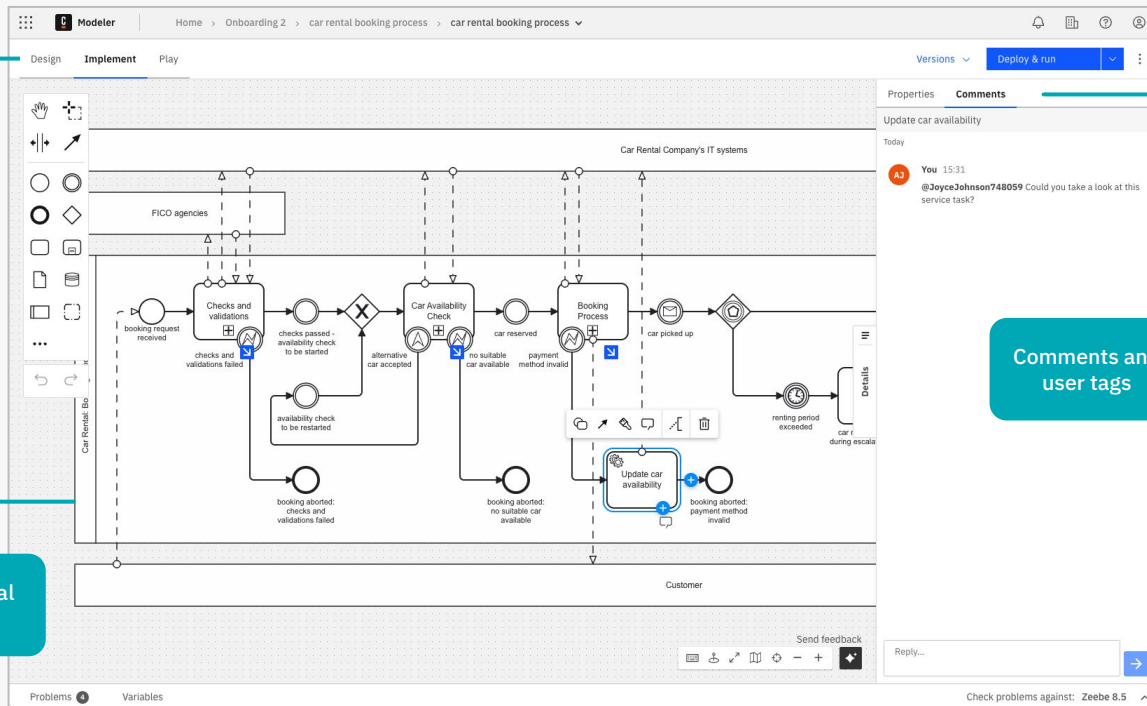
“Camunda is an ideal fit, because with BPMN, we could coordinate with stakeholders. **Everybody understands flow chart diagrams**, which was a godsend with non-technical stakeholders...It allowed us to close the gap between the business and the coders. **Developers were all of a sudden like tenfold more productive** because they can talk directly with the stakeholders regarding the process.”

—Roman Bigler, DevOps Engineer



Multiple  
collaboration  
modes

Shared visual  
language



Comments and  
user tags

Requirements for enterprise-grade agents

# Granular control and end-to-end monitoring

"With Camunda, we now have a lot more visibility and control. Our run the bank partners who maintain the platform, it's much easier for them to see what's going on.

If there's a question in a certain trade, they now have tools at their disposal to see where exactly the trade is stuck."

— Shakir Ahmed, Director of Operations Technology and Strategy



The screenshot displays the Camunda Operate interface for a process titled "Credit Card Application / Cross Sell AI Agent". The process diagram shows a sequence of tasks including "Start Cross Sell Agent", "aws configuration", "Fetch previous conversations", "Gateway\_1071got", "reenter flow", "Determine cross-sell activities", "Action needed?", and "Cross Sell Bot (Multi Instance)". A callout box "Monitor AI agents and tools" points to the "Cross Sell Bot" task.

The "Instance History" section shows the execution path for the "Cross Sell AI Agent" process, including tasks like "Start Cross Sell Agent", "aws configuration", "Fetch previous conversations", "Gateway\_1071got", "reenter flow", "Determine cross-sell activities", "Action needed?", and "Cross Sell Bot (Multi Instance)".

The "Variables" section shows a table with columns "Name" and "Value". The variable "agent" is highlighted, and a callout box "Track human escalations" points to it.

The "Edit Variable 'agent'" dialog shows the following JSON structure:

```
10 "agent": {
11   "context": {
12     "type": "USER"
13   },
14   "text": "additionalRecommendations",
15   "type": "TEXT"
16 }
17 }
```

Requirements for  
enterprise-grade agents

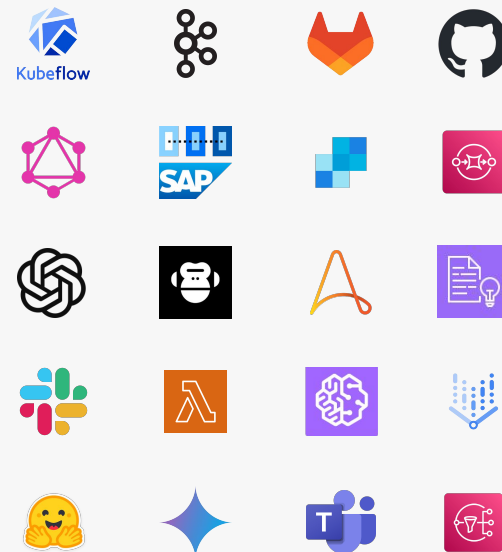
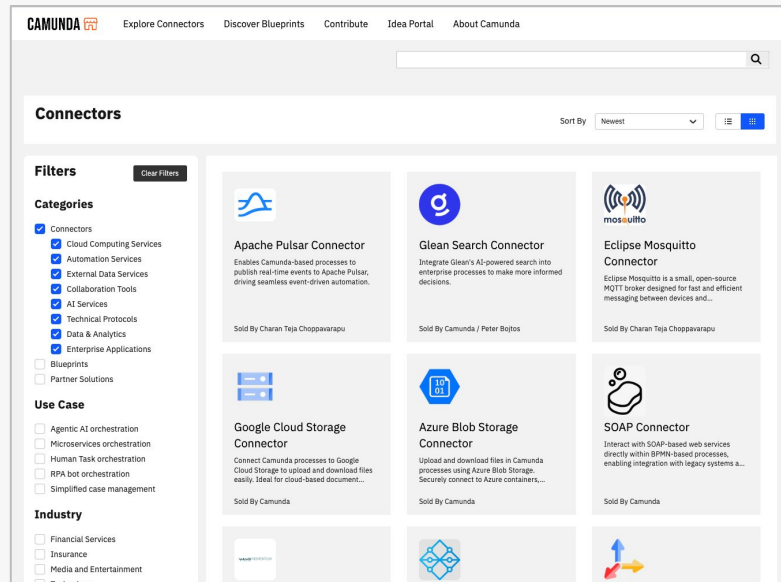
# Powerful integration layer

“With Camunda, we’re not forced to choose between using best-in-class tools and achieving end-to-end orchestration.

It gave us the full set of capabilities we needed — and the **freedom to integrate our existing systems seamlessly**. That flexibility has been critical in modernizing our processes without starting from scratch.”

— Daivish Shah,  
Enterprise Integration Architect

**ATLASSIAN**



Requirements for  
enterprise-grade agents

# Highly developer friendly

“Since Camunda adoption, we’ve seen significantly increased solution stability, decreased development and maintenance costs, easier cooperation between business analysts and developers, usage of the Camunda toolkit daily, and **increased motivation inside the team.**”

— Piotr Oktaba, Self Service Process Lead

# SDC



The image shows a composite of three overlapping screenshots from the Camunda ecosystem:

- Top Screenshot:** The Camunda 8 Docs website. The navigation bar includes "Camunda 8 Docs", "8.7", "Get started", "Using Camunda", "Self-Managed", "APIs & tools", and "Reference". A sidebar on the left lists various API categories under "APIs & tools". The main content area is titled "APIs & tools" and includes a "Try Free" button and a search bar.
- Middle Screenshot:** The Camunda Community Hub on GitHub. It features the Camunda logo, the title "Camunda Community Hub", and a description: "The Camunda Community Hub is a GitHub Organization for Camunda community contributed extensions." It also shows 409 followers and a search bar.
- Bottom Screenshot:** A "Find a Camunda Chapter close to you" page. It features a world map with a search bar that says "Search for a city, country, or region". Below the map, there are tabs for "Global | Virtual", "Europe", "Middle East | Africa", "North America", "Latin America", "Asia Pacific", and "Camunda Chapter Leaders". A grid of chapter cards is displayed, including: CAMUNDA CHAPTER: WARSAW (Poland), CAMUNDA CHAPTER: AMSTERDAM (Netherlands), CAMUNDA CHAPTER: ANTWERP (Belgium), CAMUNDA CHAPTER: BASEL (Switzerland), CAMUNDA CHAPTER: BERLIN (Germany), CAMUNDA CHAPTER: HAMBURG (Germany), CAMUNDA CHAPTER: HANNOVER (Germany), and CAMUNDA CHAPTER: KARLSRUHE-ETTLINGEN (Germany).

# Case study

# payter<sup>®</sup>

Leading provider of contactless and mobile payment hardware and cloud solutions for unattended environments like vending machines, electric vehicle chargers, and donation boxes.



## Challenge

Grow Payter’s business without growing in # employees by reducing the **time spent per ticket** enabling to focus on value added work

● Operational Efficiency



Improve service levels by reducing **time to response** and **time to fix** to improve Payter’s NPS.

● Customer experience



## Solution

<b>Orchestrator</b>	Camunda
<b>Custom UI</b>	Mendix
<b>ERP</b>	Odoo
<b>Agent</b>	Camunda
<b>LLM platform</b>	CrewAI

● Solution components



<b>Time to response</b>	4 → 1 hrs.
<b>Time to fix</b>	8 → 4 hrs.
<b>Time spent</b>	24 → 12 min.

● KPIs



## Value

**Streamlined process:**  
*Deterministic and non-deterministic in one solution*

**Labour time efficiency:**  
*Time spend on customer inquiries reduced with 50% (24 → 12 min.)*

**Improved service levels:**  
*Average lead time per inquiry reduced with 58%*



Over **600 customers globally.**  
 Enterprises trust their most critical  
 processes to run on Camunda.





“Speed to market skyrocketed.  
**What took engineers 4–5 days, product owners now do in 1–2 hours** with Camunda.”





“We have **injected AI** into our money transfers process, resulting in **6x faster payment transfers, 50% fewer errors, and saving 32 FTE** per year.”



# Agentic Orchestration solutions built on Camunda



## Agentic AI Call Quality Audits

Review every customer call, reduce audit times by 94%, and provide performance coaching in real time.



## Agentic Trade Exception Management

Speed up resolutions 45% by orchestrating the full trade lifecycle utilizing automation and agentic AI.



## Agentic Transaction Monitoring

Reduce false positives, and speed up FCC investigations using AI that learns and improves over time.



## Agentic Auto Insurance Claims

Provide 24-7-365 support with a dynamic digital workforce to speed up claims and keep customers informed.



## Compliance Monitoring Agent

Catch policy violations in real time, enforce rules, and provide full audit trails with multi-channel insights.



## AI Customer Service Agent

Deliver better customer experiences without adding headcount while resolving inquiries in 58% less time.

*More solution accelerators in Camunda Marketplace*

**Visit us at**  
**the Booth #A74**

**Thank you!**