FPT®

AI AGENTS

The Rise of AI Agents in
Enterprise Automation

Becoming Frontier

Success framework

Enrich employee experiences

Reinvent customer engagement

Reshape business processes

Bend the curve on innovation

AI First Differentiation

Agents + **Copilot** + **Human ambition**

Becoming Frontier

Success framework

Approach

- Enrich employee experiences
- Reinvent customer engagement
- Reshape business processes
- Bend the curve on innovation

→

- AI Business Solutions
- Cloud & AI Platforms
- Security

Zava discovers competitive threat; adjusts launch strategy for ZavaCore

The dev team quickly ideates and prototypes a new app for marketing to test

Finance uses agents to automate the period close process

R&D uses Azure for visualization and agentic interaction with data

M365 Copilot

Copilot Studio

GitHub

Azure AI Foundry

Dynamics 365

Microsoft Fabric

Microsoft Azure

Security Foundation at Zava

Zava's GTM team builds the launch plan with the help of agents

The dev team refines the app and hardens for scale

R&D uses a digital twin in Fabric to iterate, innovate and monitor performance

Becoming Frontier

Enrich employee experiences

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AI Business Solutions

Cloud & AI Platforms

Security
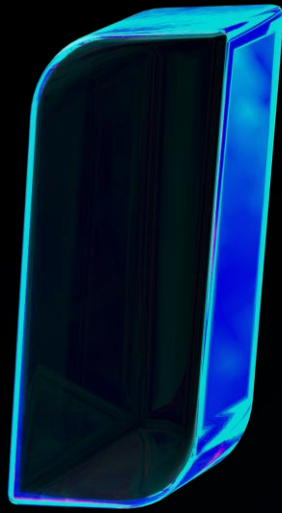
How You Can Thrive in the Age of AI Agents

AI Agents are already reducing operational costs by

30% [*]

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What AI Agents do

- Automation

- Coordinate across applications

- Make decisions within governance

- Execute actions independently

Where AI Agents Drive Immediate Value

A Case Study | Cutting Claim Resolution Time by 32% with AI

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The Client

- Leading North American airline (national flag carrier)

- Operates 400+ aircraft

- Strong focus on data-driven decision-making and customer service excellence

- Goal: Leverage AI to improve claims management and service quality

Challenges

- **Long claim resolution times:** Manual processes caused delays from days to weeks

- **Data issues:** Difficulty searching, de-duplicating, and categorizing claims

- **Inconsistent recommendations**: Limited system intelligence led to inconsistent compensation decisions and poor customer experience

- **Overwhelmed workforce:** 1,000+ agents strained by volume and complexity of case handling

Automated Data Processing
- Integrated PNR into service cases
- Removed duplicates, categorized claims
- Pulled data from Snowflake, Dynamics CRM, and DataVerse

Smart Compensation (OBC) Suggestions
- Auto-suggested best compensation options
- Used issue categories & customer data
- Boosted speed & accuracy in resolutions

Generative AI for Responses
- Provided ready-to-use replies
- Clearly explained options & next steps
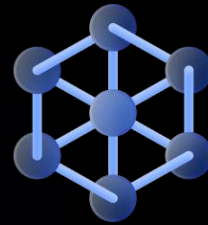- Ensured faster, more consistent communication

Results & Impact

- **32%** reduction in claim resolution time
- **30%** cut in operational costs
- **100%** duplicate data elimination
- **1000+** agents empowered with AI
- Faster, more consistent claim resolutions

How to Build It Right

UNIFIED DATA FOUNDATION

DEPLOY AGENTIC AI FRAMEWORKS

LOW-RISK, HIGH-VOLUME USE CASES

Where does FPT fit into this
AI journey? We're more than
a Solutions Partner

- Co-creating the business case and AI Agent roadmap

- Designing unified data strategies with Microsoft Fabric

- Rapid prototyping with AI Agents through our AI Ready ODC and Innovation Hub

- Full-scale implementation, security hardening, and operational support

Taking
The Future
with FPT

AI Agents are NOT a
distant future concept,
but a business enabler

Microsoft as the platform provider, and FPT as your transformation partner