



THE OFFICIAL NEWSLETTER OF IT CLUB ABVSME, JNU

VOLUME 3 ISSUE 2

From Generative AI to Agentic AI: The Next Business Revolution



INFOMATRIX (IT CLUB)

INFOMATRIX (IT CLUB)





Index



From the Editor's Desk

3-4

The Editor's Byte

5-6

Readers Section

7-42

Club Activities

43-49



Case Studies and Excel Challenges

50-57

Creative & Interactive Section: Quiz

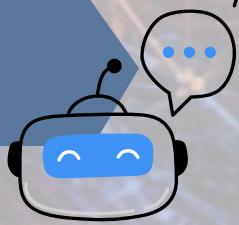
58-60

Do You Know Section

61-63

Faculty Advisor And Editor in
Chief and members

65



The Editors's Desk

Dr. PRIYA GUPTA

Faculty Advisor & Editor-in-Chief

NEWSLETTER VOLUME 3 ISSUE 2



From Answering to Acting

Every wave of technology asks a new question of the people who use it. The generative wave asked, "What can this machine write for me?" The agentic wave asks something far more consequential: "What am I willing to let this machine do on my behalf?" That question runs through every page of this edition of Infomatrix, and it is one that each of you will answer, many times over, in the boardrooms of your careers.

Our contributors have approached it from every side. The opening essays explain what makes a system agentic and why the real contest in business has moved from launching pilots to running governed systems in production. The features on current trends, careers and the history of AI place this moment in context, from Turing's question in 1950 to agents that now coordinate with other agents. The essay on ethics reminds us that shadow AI, deepfakes and biased credit models are not distant risks but present costs. The case studies of JPMorgan Chase, Microsoft with Publicis, and LogiCorp share a common thread: the organisations succeeding with agents designed escalation paths and human checkpoints before they switched autonomy on.



The finding I would ask every reader to reflect on comes from our own student survey. Almost two thirds of respondents rate themselves as highly familiar with generative AI, yet only about four in ten say the same of agentic AI, and fewer than one in five believe Indian businesses are fully ready for it. That gap is not a weakness to hide. It is precisely the space a business school exists to fill. Using AI fluently is now a baseline skill. Deciding which tasks to delegate, where a human must keep the final call, and how to tell whether an agent is creating value or quietly creating risk is management, and it cannot be outsourced to the machine.

I congratulate our student editors, Dixita Deuri and Yashika Verma, every contributor, and the members of the IT Club whose sessions on Odoo, multivariate analytics, research ethics and quantum analytics gave this issue its practical backbone. Read these pages with curiosity, argue with them freely, and bring your questions to class. The agentic era will reward those who learn to direct machines with judgement, and I hope this edition helps you take the first step.



The Editors's Byte

DIXITA DEURI

NEWSLETTER VOLUME 3 ISSUE 2

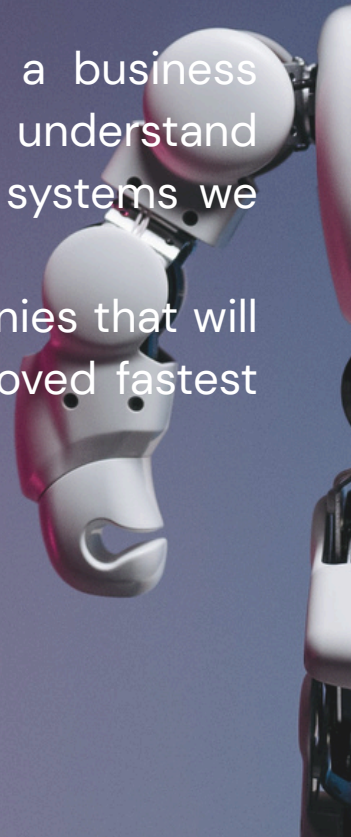


It is no secret that throughout the history of AI, there have always been two key points: the redefinition of what machines can do for us. Initially, they did calculations for us. Then, they started creating things. And now they start performing actions on their own. This is the essence of the change we are currently witnessing and its focus should be less on the scale of the models and more on a change of roles: from AI being a respondent to AI being a doer.

For business leaders, this is crucial to know because, apart from being technically interesting, this shift represents a transformation within an organization that needs to be managed in a similar way to any other organizational changes with goals, planning, and effective execution. In order to benefit from agentic AI, the governance has to match the capabilities.

In this edition, you will learn about agentic AI from a business perspective, to help you see beyond the hype and to understand what it means to transform from tools we operate to systems we delegate tasks to.

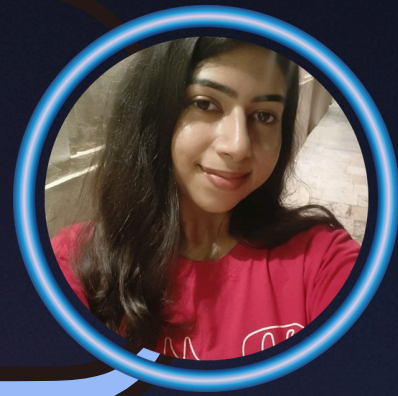
This newsletter is meant to remind you that the companies that will lead the next revolution will not be those that have moved fastest but those that have moved deliberately.



The Editors's Byte

YASHIKA VERMA

NEWSLETTER VOLUME 3 ISSUE 2



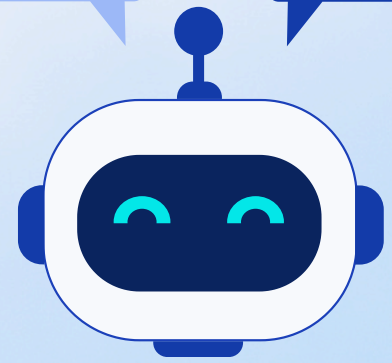
AI is no longer constrained to writing texts or coding. The development of Agentic AI is changing the ways in which companies work and make decisions. Whereas early Generative AI applications operated as assistants requiring human inputs, with the advent of Agentic AI, systems are now able to take autonomous and goal-directed actions.

From manually obtaining information, executing SQL scripts, and creating dashboards to building multi-agent systems that can analyze and improve process efficiency by detecting and addressing bottlenecks, technology is continuously revolutionizing operations. Agentic AI takes the emphasis from human action to human orchestration in which intelligent systems perform tasks while humans direct the strategic path.

In this issue, we will look into the innovations that Agentic AI is bringing to companies in the areas of supply chain, forecasting, and business operations, among others. Students and future leaders have much to learn from the transformations discussed in the magazine. Success in an era dominated by AI will not only involve adopting new technologies but also having good governance, strategic mindset, ethics oversight, flexibility, and vision for the future.



Understanding Agentic AI



Pulkita

AI for many years progressed through well-defined stages. The Traditional AI concentrated on the recognition of patterns for the prediction of spam, fraud detection, or recommending movies. Next came the Generative AI with its arrival in the form of Large Language Models (LLMs), which synthesized text, composed code, and generated photorealistic images based on simple prompts.

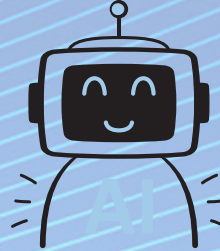
It is the time for the third phase of development: Agentic AI (Ali & Dornaika, 2025). Not only does it generate something according to prompt, but it acts in accordance with some objective. This way, the AI changes from a reactive assistant ready to follow commands step by step into an active decision-maker.

What Is Agentic AI?

Agentic AI refers to artificial intelligence systems that have been built to behave independently in order to accomplish high-level goals (Acharya et al., 2025). Unlike the process in which an AI system receives instructions in the form of one single prompt, then stops, an AI agent will be able to break down a big goal into smaller tasks.



Core Capabilities of Agentic AI



- **Autonomy:** Capable of operating autonomously without the need for constant human monitoring at all times.
- **Multi-Step Planning:** Breaks down the goal into manageable steps to handle long-range planning.
- **Persistent Memory:** Maintains temporary memory of context while in process and permanent memory of context between processes.
- **Tool Integration:** Utilizes external tools in the form of API calls, web searching, database querying, or other software systems.
- **Self-Correction & Reflection:** Analyzes output at each stage, recognizes failure or error, and self-corrects without causing the process to fail.

Generative AI vs. Agentic AI



Feature

Generative AI

Agentic AI

Primary Focus

Creating: Generates digital artifacts like text, code, images, or audio.

Doing: Executes actions, solves complex multi-step problems, and delivers outcomes.

Driving Mechanism

Prompt-Response:
Waits for user input to generate single-turn outputs.

Goal-Driven: Takes an overarching objective and autonomously determines actions.

Human Involvement

Human-in-the-Loop:
Requires human guidance for sequential steps and execution.

Autonomous Execution:
Acts independently, seeking human input primarily for high-level approvals.



Case Study: E-Commerce & Logistics in India



To understand the practical shift, consider how supply chains handle during large volume events such as Diwali Sales or Big Billion Days in India:

Generative AI (Information Focus):

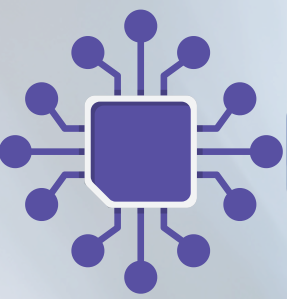
Acts like a customer support bot. If a customer asks about a package delayed between Delhi and Bengaluru, it drafts a polite message explaining transit conditions. However, the user or human operator must manually check shipping portals, process refund requests, or reschedule pickups.

Agentic AI (Execution Focus):

Logistics solutions, such as AgentFleet by Shippy or Delhivery Maps by Delhivery, leverage autonomous agents throughout supply chain stack. Provided that there is one general objective, "Ensure package delivery by Friday within budget," the agent checks for carrier APIs and finds vehicle failures or weather barriers, re-routes shipment through regional fulfillment centers and delivers tracking links directly to customer.

Conclusion

While Generative AI provided machines with the ability to speak, Agentic AI allows them to take action and marks a shift from being mere tools for generation to digital colleagues who propel business processes forward (Arya & Sharma, 2025).



AI Revolution in Business



Dixita Deuri

AI has gone from an innovation playground to part of the business budget. The debate within companies is no longer whether or not to adopt AI but which projects are yielding returns while the others languish and bleed money during pilot tests.

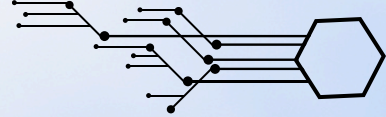
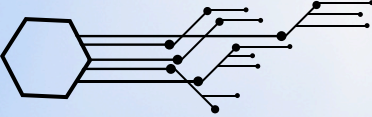
Adoption versus scaling

Currently, 88 to 91 percent of businesses implement AI in some part of their company. However, less than a third have graduated from testing to actual deployment, leaving the remaining two-thirds still conducting tests. Businesses with an AI strategy achieve adoption rates of almost 80 percent while businesses without such a strategy see adoption rates of less than 40 percent. Those businesses where AI scales yield returns quickly, almost six times return on investment in less than 14 months after deployment.

Where AI is making an impact, industry by industry

The application of AI varies widely depending on industry, because each industry is harnessing its power to solve the problems that affect it the most, and the specific applications vary once you get past the headlines.

For manufacturing, many of the most unglamorous but highly measurable returns on investment come from the use of AI for digital twins, where simulations can be run in advance of any resource expenditure, computer vision for quality assurance and defect detection on the assembly line, and optimized production planning using machine availability, staffing schedules, and order priorities in conjunction.



The folks working on the supply chain and logistics side are using automation for all the documentation work that no one likes to do such as shipping, customs, contract renewal. Document processing with the help of AI has helped decrease documentation time by 60% and reduce 20% of manual work of coordinators in certain cases.

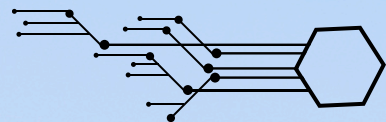
Healthcare creates a huge part of the data on Earth, yet it processes very little of it. It's already using AI for diagnostics and drug discovery, however, the largest use case when it comes to volume is rather unassuming: removing the burden of administration so doctors can see more patients.

AI is heavily used in financial services for fraud detection and risk management, while retailers optimize their processes according to their customers' experience. Where retailers look for the best customer experience, the financial services industry tries to minimize the exposure and risks first of all.

Three of the most widespread applications of AI technology are customer service, IT operations, and marketing.

From tools to agents

The next step already under way is that of agentic AI: tools not only answer a question but take care of completing a task of pulling in data, making a decision within a certain framework, taking action and reporting. This year-end, we expect the majority of enterprise tools to include task-specific AI agents out of the box, which is already a big jump compared to a couple of years ago.



Fastest payoff areas share two characteristics: high volume and structured workflow. The simplest agents can be launched in two weeks; cross-functional ones take two to three months of integration, testing and governance.

Yet, agentic AI has its risks in case of haste. We expect a considerable number of agentic initiatives to be abandoned during the next year, mostly due to unclear business benefits and cost overruns after agents gain autonomy. Human supervision plays a crucial role in most serious implementations: instead of replacing teams with AI, the new practice involves delegating routine tasks to machines and referring ambiguous ones to humans.

What makes the difference between companies winning a business case established before piloting, not after. Teams who have identified the specific pain point or cost they are solving are going to scale much better than those who simply try something new for the sake of innovation.

Good governance put in place during implementation, not after the fact of an absolute must once the system becomes action-oriented and is able to act on things, not just recommend them. A readiness to rethink the workflow instead of just making it faster through automation.

Taking AI systems seriously, managing them as any other production grade system, testing them and monitoring them not allowing them to run in production as an endless experiment.



Conclusion



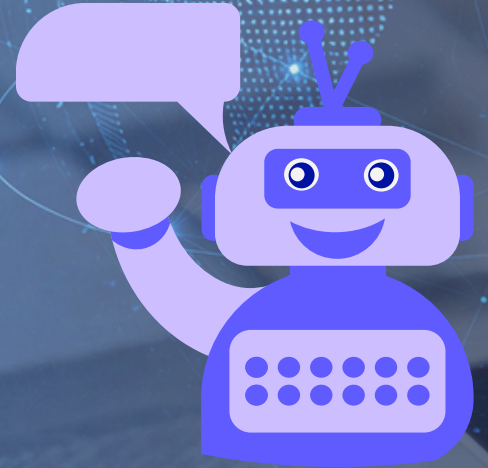
There's no shortage of AI in business operations anymore and everyone can use it today. The true advantage lies in being able to take a working prototype and turn it into a governed system running in production.

Current News & AI Trends

Vivek Krishnan

AI Moves from Chatbots to Autonomous Agents:

In the AI sector, there has been a shift from simple chatbots to Agentic AI where the system would plan its tasks, use available software and tools and perform workflows in multi-steps with limited human intervention. A2A protocol by Google is moving to the Agentic AI Foundation in efforts to develop common protocols that would let AI agents of different platforms to communicate.



AI Models Become Smaller, Cheaper & More Specialized:

Organizations are becoming selective about their investments in AI models. Instead of relying on expensive frontier models, organizations are now looking at smaller, faster and specialized models to do daily tasks. This results in the competitiveness of AI models in terms of efficiency, cost and open-weight models.



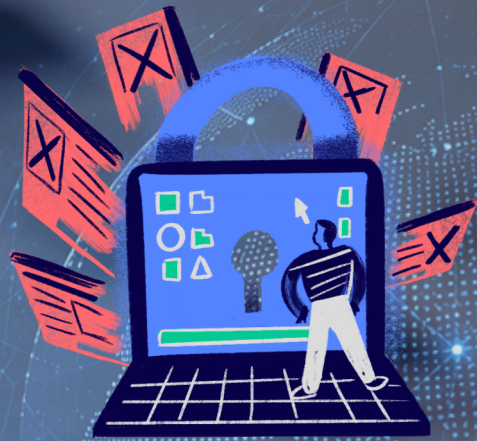
Open-Weight AI Gains Momentum:

There is an increase in the competition between closed AI systems and open-weight models. While Meta is going for the open-weight models, Chinese firms like Moonshot and Z.ai are exerting pressures on US firms with relatively cheaper and customized models.



AI Safety & Cybersecurity Take Center Stage:

The increasing capabilities of AI agents to interact with computer systems have raised concerns about security. The interactions between AI agents with other systems have led to businesses and governments imposing stricter testing and control measures on newly advanced AI models.



AI-Generated Content Gets Digital Watermarks:

The new models of Claude developed by Anthropic would be using invisible text watermarks based on Google DeepMind's SynthID-Text technology. Changes in the word selection pattern would help to identify AI-generated text without changing the text. This would be done keeping in mind the transparency standards of the EU AI Act.



AI Training Enters a New Phase:

There are more and more AI systems that are trained in virtual environments, where they are capable of learning through task completion and self-correction using reinforcement learning. In other words, AI moves from the learning stage that takes place while reading texts to the stage where it learns how to perform specific real-life tasks



Trend to Watch

One thing is absolutely obvious about the trends for AI development in 2026: AI is moving on from giving answers to taking actions. Future competitions will not only consist in finding out which one is the smartest model, but also to find out which one can perform tasks on its own, interact with other agents, safely and economically.

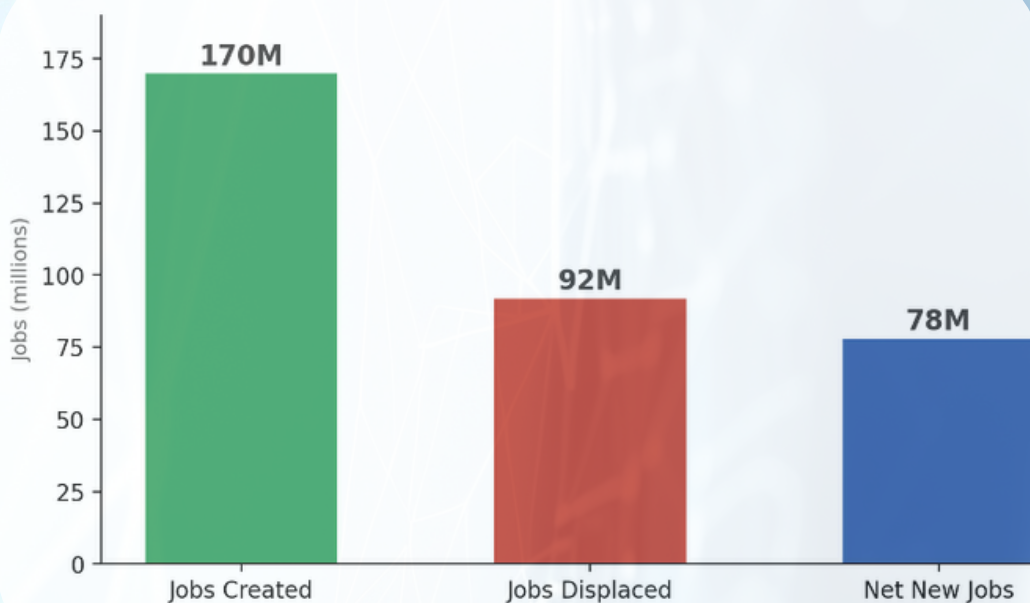
Future Careers in the AI Era

Harshita Sharma

Emerging Jobs and Skills Related to Artificial Intelligence

No longer is Artificial Intelligence something out of a sci-fi movie; the technology is already changing the way businesses are being run, how goods are manufactured, and how people work. With automation coming in through artificial intelligence for routine, repetitive, and even some analytical jobs, the very concept of employment is becoming altered as well. Some new jobs that were never there before but which now exist, including prompt engineering and AI ethicist, are some of the quickest growing jobs around the globe. This requires us to get an understanding of what kinds of jobs these are and what skills are required to perform them.

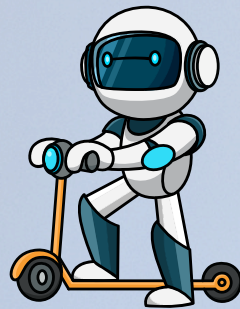
Global Labour Market Shift by 2030



Source: World Economic Forum, Future of Jobs Report 2025

According to the Future of Jobs Report 2025 of the World Economic Forum, which was based upon surveys conducted by over 1,000 companies across 55 economies with more than 14 million employees, AI and information processing are some of the most transformative elements in the job market from 2025 to 2030. The report states that there will be the creation of about 170 million new jobs while 92 million jobs will be disrupted, resulting in an increase of about 78 million jobs around the world.

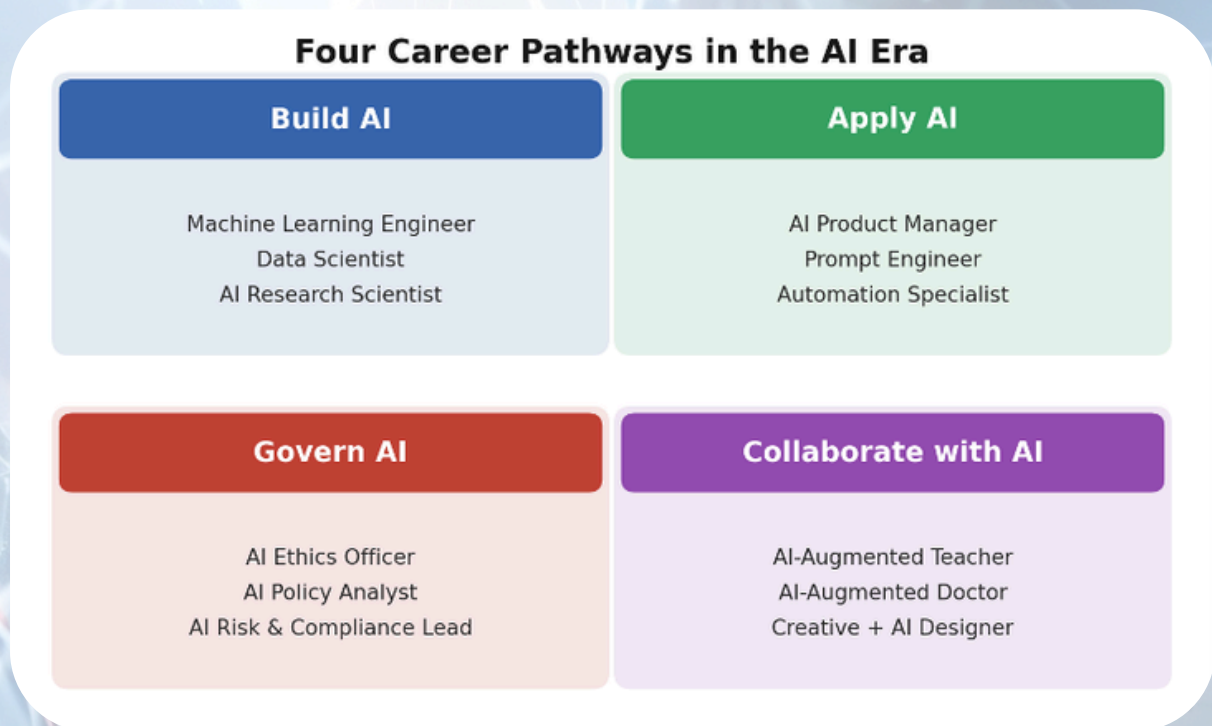
Why AI Is Reshaping the Job Market



- Automation of tasks which are repetitive:** The AI technology can now take care of data entry, customer service inquiries, scheduling and document management, resulting in the lesser requirement for purely repetitive jobs.
- Usage of AI-native tools:** Each and every industry sector, whether it be healthcare, financial or media, is making usage of AI technology, necessitating the requirement of skilled professionals to deal with it.
- Different types of risks:** With AI taking up more responsibilities in decision making, there is an increased need for individuals to govern, audit, and make sure of the ethical usage of these technologies.
- Human-AI collaboration:** In lieu of replacing humans altogether, the AI technology is transforming the way in which the current jobs are being done.

Four Career Pathways in the AI Era

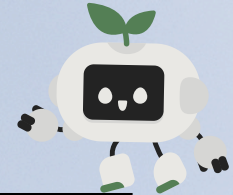
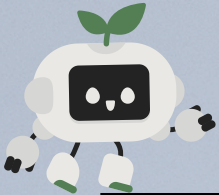
The career prospects related to AI technology may be divided into four major categories, depending on how directly the job is concerned with developing AI technology rather than utilizing it.



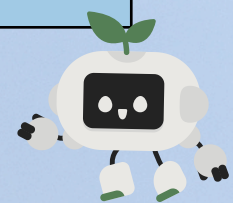
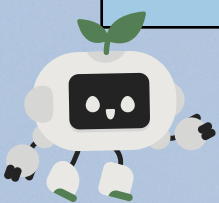
Emerging AI Job Roles

Below is shown the list of the quickest growing and most promising job titles related to AI technology, their duties, and the background required for such positions.





Job Role	What They Do	Typical Background
AI / Machine Learning Engineer	Designs, builds, and implements machine learning algorithms for practical purposes.	Computer science, statistics, or software engineering
Data Scientist / Big Data Specialist	Analyze large amounts of data for the discovery of patterns to assist in making business decisions via AI.	Mathematics, statistics, or data analytics
Prompt Engineer / AI Interaction Designer	Designs prompts and processes that result in valid outputs from AI.	Linguistics, UX design, or computer science
AI Product Manager	Brings together business needs and technical expertise to create AI-enabled products.	Business, engineering, or product management
AI Ethics & Policy Officer	Guarantees that AI systems are being used responsibly, safely, and within regulatory	Law, public policy, philosophy, or social science
Cybersecurity & AI Risk Analyst	Prevents abuse of AI systems and risk assessment from AI-enabled attacks.	Cybersecurity, computer science, or risk management



Essential Skills for the AI Era

Increasingly, employers require both technical ability and uniquely human skills. According to the World Economic Forum, technological skills, particularly those related to artificial intelligence and large data sets, will be on the rise much faster in the coming five years than any other skill set, but uniquely human skills like creativity and collaboration are just as essential.

Fastest-Growing Skills for the AI Era (2025-2030)

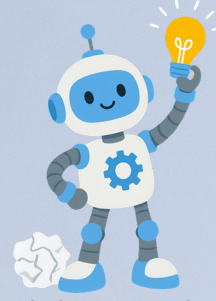
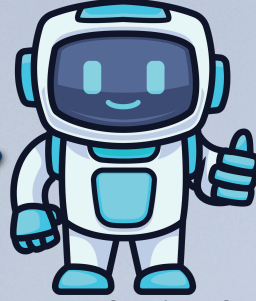


Relative importance for growth by 2030 (illustrative index)

Source: World Economic Forum, Future of Jobs Report 2025

Technical Skills	Human / Soft Skills
AI & machine learning	Critical and analytical thinking
Data literacy and statistics	Creativity and innovation
Prompt engineering & tool	Adaptability and resilience
Programming (Python, SQL, APIs)	Communication and collaboration
Cybersecurity and data privacy	Ethical judgment and
Cloud computing and automation	Lifelong learning and curiosity

How to Prepare for an AI-Era Career



- **Develop AI literacy:** Even in non-technical positions, it is essential to know about the functioning of AI models, their limitations, and responsible usage.
- **Acquire one technical competency:** Whether it is data analysis, programming skills, or any other competency in AI, mastery of one skill makes other AI knowledge more relevant.
- **Work with AI tools:** Working directly with AI assistants, AI automation software, and no-code AI construction tools is going to be an expected requirement soon.
- **Enhance uniquely human abilities:** Such skills as creative thinking, ethical decision making, and teamwork can't be automated and are highly valued.
- **Keep abreast of new developments:** As learning is expected to be an ongoing process and not just a single step in view of the 39% expected changes in core job skills in 2030 according to the report.

Conclusion

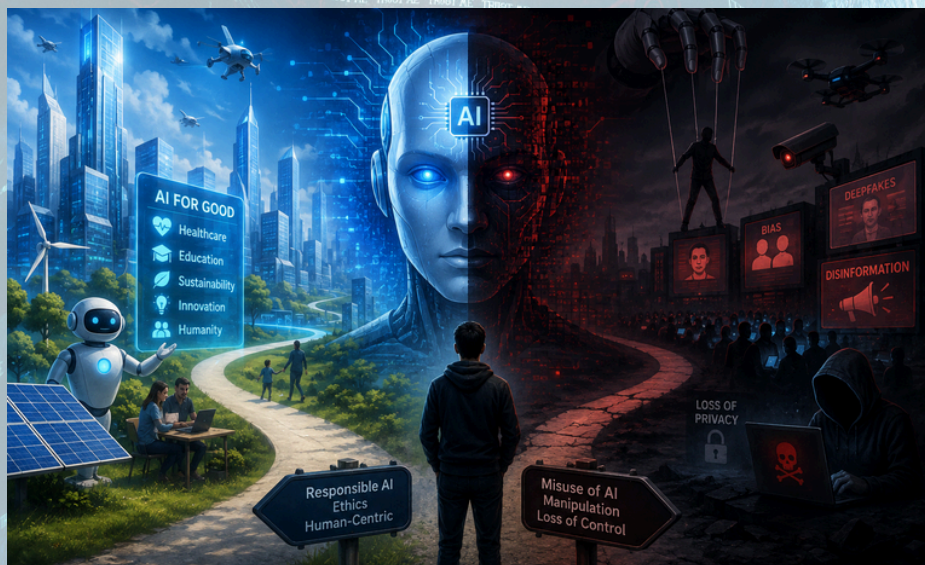
The age of AI is not merely about job cuts but rather about a change in what constitutes work and the creation of new categories of jobs altogether. Jobs that incorporate technical knowledge of AI along with domain experience and judgment have become some of the most sought-after professions in the modern world. As far as students and young professionals are concerned, the obvious way ahead is not to fight against AI but to develop skills such as technical as well as human that can help them collaborate with it.

Ethics & Challenges of AI

Navigating the Dark Side of the Tech Boom

“
Yashika Chaudhary”

The fast adoption of Artificial Intelligence has gone from being a fad to an essential aspect of business operations. Forward-thinking firms are now incorporating autonomous systems into their strategies to streamline operations, mitigate financial risks, and forecast consumer behavior. However, the fast growth of technology raises some crucial weaknesses that today's business leaders have to deal with. In addition, it will be equally important for the future leaders to know how to operate AI within the ethical framework.



Data Privacy & Cybersecurity

The more the autonomous agents are allowed access to the active infrastructure of a business, the more that they have to consume large amounts of proprietary data. This leads to the creation of an extremely vulnerable attack surface for organizations today. When people, either through automated systems or themselves, allow sensitive data of their clients or their trade secrets to enter unregulated systems, it is referred to as "Shadow AI".

- The Shadow AI Premium: Cyber breaches involving unregulated "Shadow AI" tools drive up the average corporate data breach cost to \$4.63 million, which is \$670,000 higher than standard breaches (IBM, 2025).
- The Compliance Burden: Organizations face highly fragmented global regulatory penalties. Since its inception, cumulative fines under the EU's GDPR have surpassed €7.1 billion, frequently penalizing corporations for insufficient technical security measures and unlawful data processing (DLA Piper, 2026).

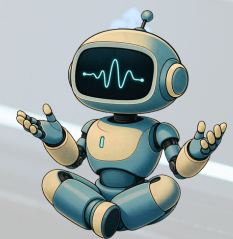
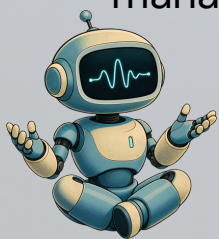
Deepfakes & Misinformation:

With Generative AI, synthetic media creation has become more democratic in nature, allowing voice clones and deepfake videos to become serious threats to corporations. It is no longer necessary to possess highly specialized programming skills; inexpensive tools enable them to arrange for impersonation of executives that will leverage the human element of corporate security or even manipulate markets with fake press releases.

- Skyrocketing Exploitation: Deepfake-related fraud attempts across major institutions exploded by 2,137% over a three year window, escalating from a negligible 0.1% of all documented fraud cases to nearly 6.5% (Signicat, 2026).
- Direct Financial Impact: Corporate attacks specifically executive impersonations engineered to trick employees into routing funds or granting system credentials, now represent 25% of the multi-billion-dollar global deepfake fraud ecosystem (Surfshark, 2026).

Algorithmic Bias

A machine learning model can be only as impartial as the data that it is trained on. Where an algorithm is taught on data containing historic structural imbalances, it does not correct for human biases but rather scales them up. This poses a legal and ethical dilemma for automated business practices, especially in human resource management and corporate credit underwriting.



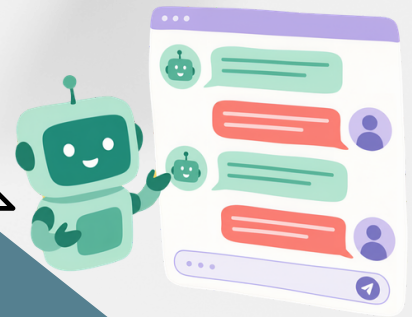
The Machine Learning Trap

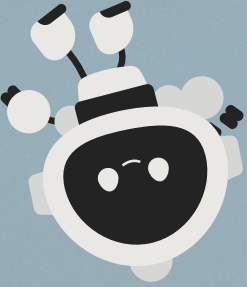
A credit scoring system that assesses the past data of those groups who had systematically been denied the loan facility and higher interest rates is encoded into the algorithm as the standard metric of risk.

- The Scoring Disparity: Fintech underwriting algorithm auditing finds women having credit scores six to eight points lower than their male counterparts despite having the same risk profiles, merely based on training data bias (Real World Data Science, 2026).
- The Regulatory Response: Under frameworks like the EU AI Act, automated credit scoring and workplace hiring tools are strictly categorized as "High-Risk AI Systems," legally requiring rigorous non-discrimination testing, extensive data documentation, and mandatory human oversight (Meelo, 2026).

The Path to Responsible AI

In an effort to maintain their corporate reputation and establish digital trust, organizations need to shift from reactionary approaches for damage control to being proactive when it comes to governance. Companies cannot simply continue using "black-box" systems whose decision-making processes are not traceable. The way forward involves implementing robust frameworks of responsible AI like the IEEE CertifAled framework, which analyzes a system for its levels of transparency, accountability, and algorithmic fairness. It is crucial to make sure that AI is explainable so that whenever the system decides to flag a transaction, reject a loan request, or filter a resume, it can be analyzed, explained, and fixed by humans. For future business leaders, ethical compliance is not a hindrance anymore; it is an integral part of innovation.





Timeline of Artificial Intelligence:

Major Milestones in AI Evolution



“
Charchit Aggrawal
”

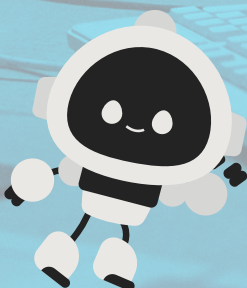
The idea of Artificial Intelligence (AI) initially appeared as a theoretical possibility, and now it is one of the most revolutionary technologies of the 21st century. The history of AI reveals a path of uninterrupted innovation, research, and a series of technological breakthroughs.

1950: The Beginning

Alan Turing, a British mathematician, proposed in his paper called *Computing Machinery and Intelligence* a test, known now as the "Turing Test," designed to assess a machine's capacity to manifest human-like intelligence.

1956: Birth of Artificial Intelligence

John McCarthy coined the term "Artificial Intelligence" at the Dartmouth Conference where AI was identified as a separate academic field.



1960s-1970s: Early AI Programs

Besides programs that were able to play games and solve mathematical problems, language comprehension was very rudimentary. In addition, these developments were limited by the scarcity of computer resources.

1980s: Rise of Expert Systems

Expert systems based on rule-based knowledge were the first instances when AI started to really contribute to decisions making in business, healthcare, and engineering, as well as help AI make its way from research labs to the commercial sector.

1997: Deep Blue Defeats Kasparov Deep Blue, the chess-playing computer from IBM, was the first system to topple the reigning world champion in chess, Garry Kasparov. This was one of the earliest demonstrations of how machines are becoming more and more capable of mastering human intelligence.

2011: Watson Wins Jeopardy!

Watson, a system developed by IBM, dominated the best human players of the famous trivia TV show, Jeopardy! It is a perfect example of the evolution of natural language processing and information extraction.

2012: Deep Learning Revolution:

A neural network called AlexNet at that time, demonstrated an extremely outstanding performance in the field of image recognition and eventually demarcated the Deep Learning era of AI was here to stay.

2016: Alpha Go's Historic Victory:

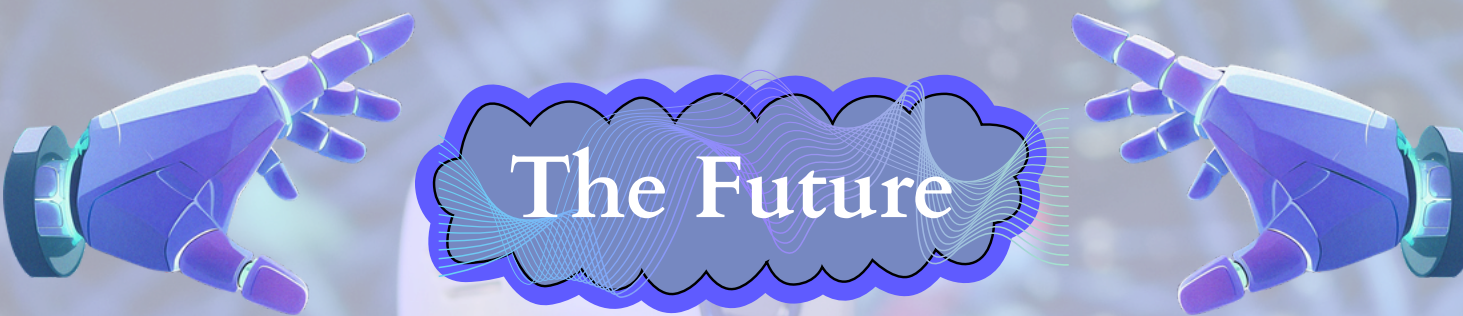
AlphaGo, a Google DeepMind creation, managed to defeat the Go master Lee Sedol. The match rocked the world and the scale of the accomplishment was barely feasible even a few years earlier.

2022: Generative AI Era:

Besides text production, the generative AI platforms that have been rolled out are capable of creating images, music, and even coding. They are not only content creation tools but also productivity enhancers.

2024: Present Agentic AI:

Instead of only generating new content, AI systems have now become intellectual agents that are capable of planning reasoning decision-making, and carrying out the execution of complex operations with minimal human assistance.



The Future

Agentic AI going mainstream is going to cause the major realignment of several industries like healthcare education finance, manufacturing, and customer service.

In addition, the AI systems should be our human counterparts working as digital assistants, researchers, and decision-making partners.

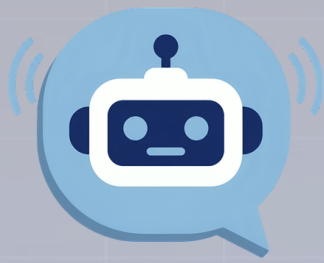


Conclusion



The initial Turing Test to the latest Agentic AI, the entire history of AI is simply a record of humankind's attempts to build intelligent machines. The advancement of AI still generates unprecedented changes in the way business is operated, may affect your job, and can touch the society in a number of ways. That means the responsible and ethical development of AI is more important than ever.





Student Survey

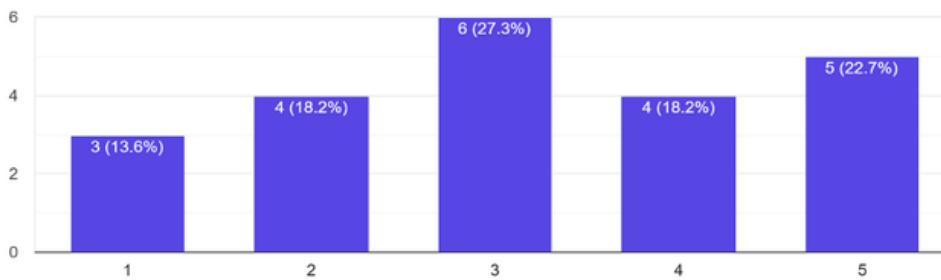
Insights on AI

Maheshan Mehta

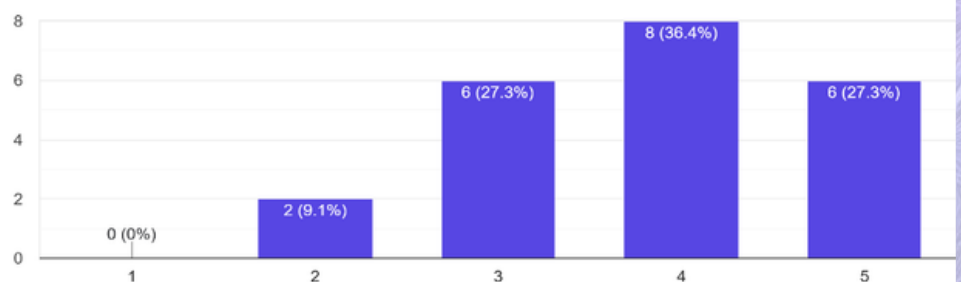
Sample profile: 22 respondents, predominantly 21–25 years old (72.7%), fairly balanced gender split (54.5% male / 45.5% female), and dominated by MBA students (over half across MBA, MBA Marketing, MBA HR combined).

Awareness Levels

How familiar are you with Agentic AI?
22 responses



How familiar are you with Generative AI?
22 responses

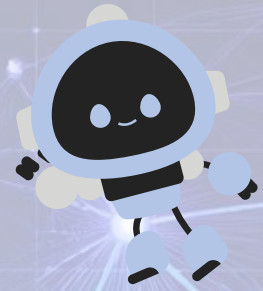
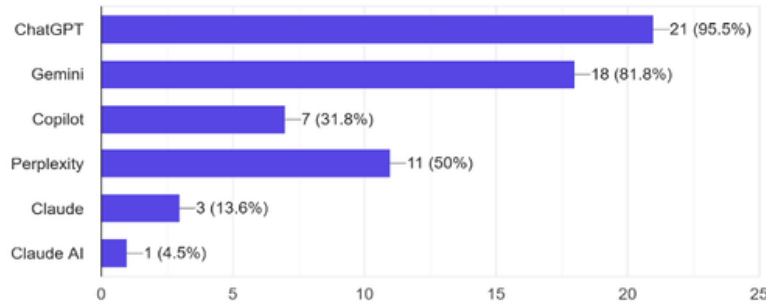


- Generative AI familiarity skews high 63.7% rated themselves 4 or 5 out of 5.
- Agentic AI familiarity is noticeably weaker and more polarized only 40.9% rated themselves 4–5, while 31.8% rated themselves 1–2. This confirms the survey's core premise: Agentic AI is the less-understood frontier.
- On overall AI knowledge, most respondents (54.5%) rated themselves a middling "3," suggesting general familiarity without deep expertise.
- Only 45.5% said they clearly understand what an "AI agent" is 36.4% said "somewhat" reinforcing the awareness gap for agentic systems specifically.

Usage Patterns

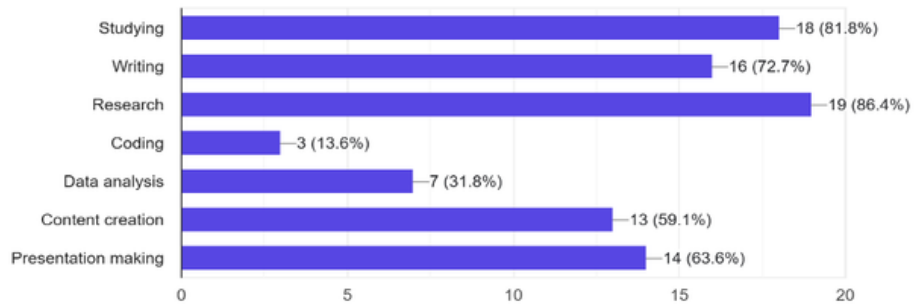
Which AI tools have you used?

22 responses



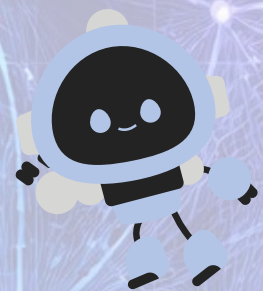
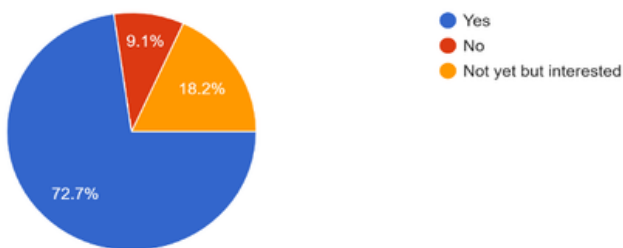
For what purposes do you use AI most often?

22 responses



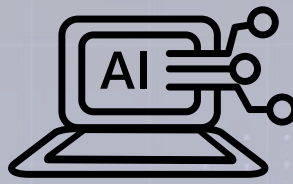
Have you used AI for business-related tasks like marketing, research, writing, or data analysis?

22 responses

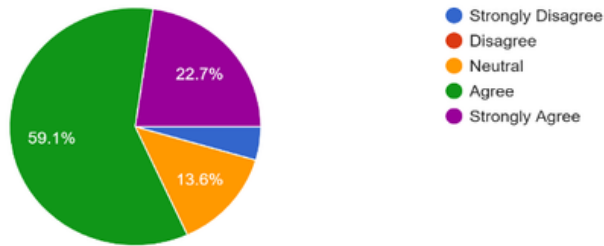


- 100% use AI tools, and 81.8% use them daily near-universal adoption in this cohort.
- ChatGPT (95.5%) and Gemini (81.8%) dominate; Claude usage is minimal (13.6%).
- Primary use cases: research (86.4%), studying (81.8%), and presentation-making (63.6%) academic/productivity tasks lead, coding is lowest (13.6%).
- 72.7% have already used AI for business-related tasks (marketing, research, writing, data analysis).

Perception of Generative AI



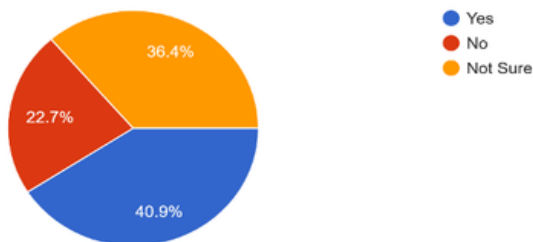
Generative AI improves productivity.
22 responses



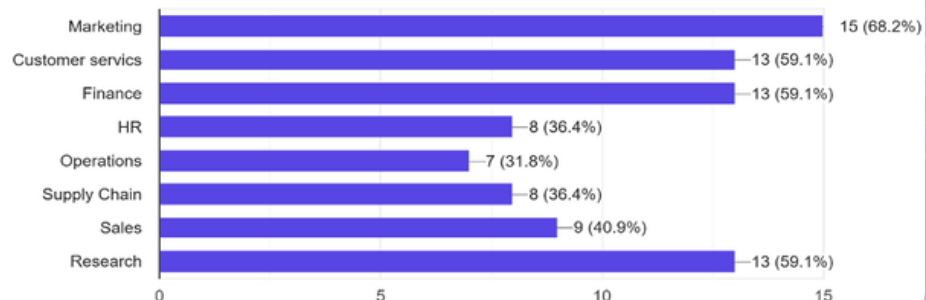
Strongly positive: 81.8% agree/strongly agree it improves productivity, 95.4% say it saves time, and 77.2% say it aids business decision support. However, 86.4% also acknowledge its limitations in accuracy and originality so respondents are enthusiastic but not uncritical.

Understanding & Expectations of Agentic AI

Do you think AI agents can perform tasks independently with minimal human input?
22 responses



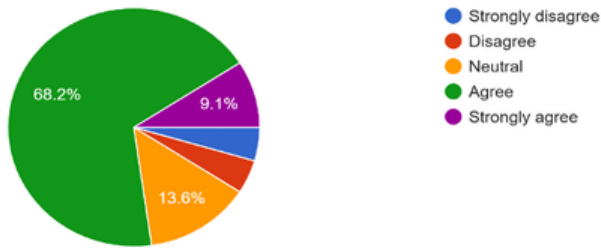
In which business areas do you think agentic AI will be most useful?
22 responses





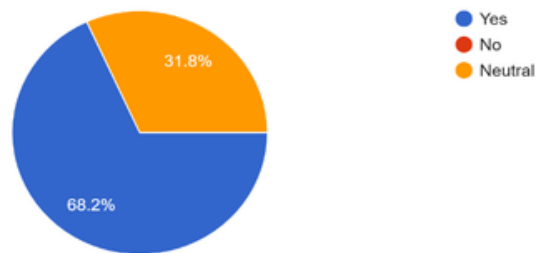
Can AI improve customer service, operations, and marketing simultaneously?

22 responses



Overall, do you support the adoption of agentic AI in business?

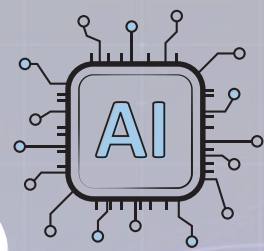
22 responses



- Only 36.4% believe AI agents can currently perform tasks independently with minimal human input; a plurality (40.9%) is "not sure."
- Marketing (68.2%), Sales/Research (59.1% each), and Finance/Customer Service round out where agentic AI is expected to add the most business value Supply Chain and HR rank lowest.
- 68.2% believe agentic AI will change how companies operate, and 90.9% (combined agree + strongly agree) believe it will create more opportunities than risks.
- On India-specific readiness: only 18.2% think Indian businesses are fully ready for agentic AI adoption 63.6% say "partially," signalling a maturity gap.

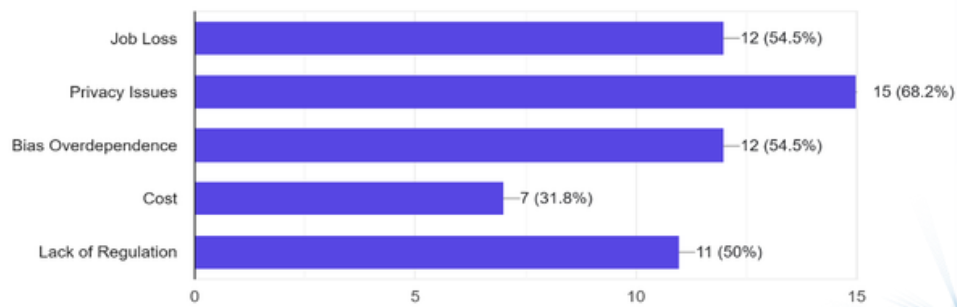
01001
10101
01010

Concerns & Risks



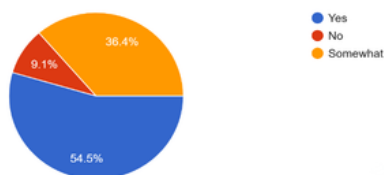
What concerns do you have about AI adoption?

22 responses



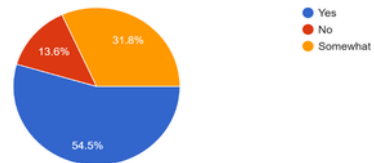
Are you concerned about data privacy and security in AI systems?

22 responses



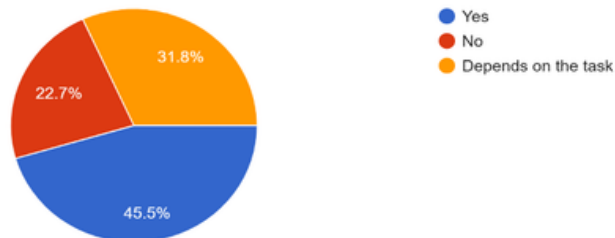
Do you worry about job displacement due to AI?

22 responses

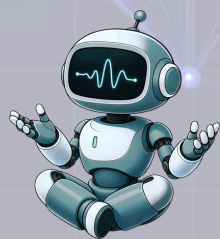
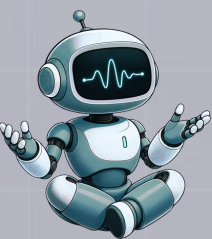


Should human supervision always be required for AI-driven decisions?

22 responses

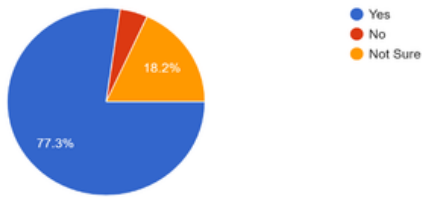


The dominant concerns are privacy issues (68.2%) and job displacement/bias-overdependence (54.5% each), followed by lack of regulation (50%). Correspondingly, 86.3% express some level of worry about job displacement, and 90.9% are concerned about data privacy in AI systems. Despite this, 68.2% still support requiring human supervision only "depends on the task" or selectively rather than universally suggesting nuanced rather than fearful attitudes.

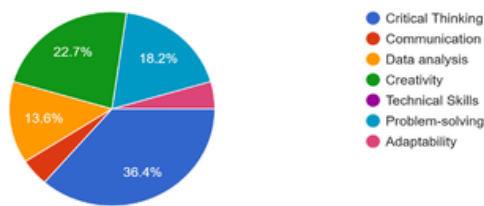


Future Outlook

Do you expect AI to become a standard business tool in the next 5 years?
22 responses



Which skills will become more important in an AI-driven workplace?
22 responses



- 77.3% expect AI to become a standard business tool within 5 years.
- 81.8% would be willing to learn AI tools for career opportunities, and 72.7% support formal AI/automation training for students.
- Skills seen as most important going forward: adaptability, problem-solving, and critical thinking topped the open list signalling respondents view AI as complementing rather than replacing core human competencies.
- 68.2% overall support agentic AI adoption in business, with none opposed (0% "No") the rest neutral.

Key Takeaway

The data tells a clear story: near-universal, daily AI usage paired with an awareness lag on the "agentic" layer. Generative AI is trusted and normalized; agentic AI is anticipated as transformative but still poorly understood and viewed as not-yet-ready for full deployment in the Indian business context. The open-ended comments reinforce a consistent theme. AI should augment, not replace, human decision-making, with privacy, ethics, and oversight cited repeatedly as prerequisites for responsible adoption.



Leadership Insights, from Generative AI to Agentic AI: The Next Business Revolution



Dr. Priya Gupta

- The People Teaching
- Machines to Do, Not
- Just Talk



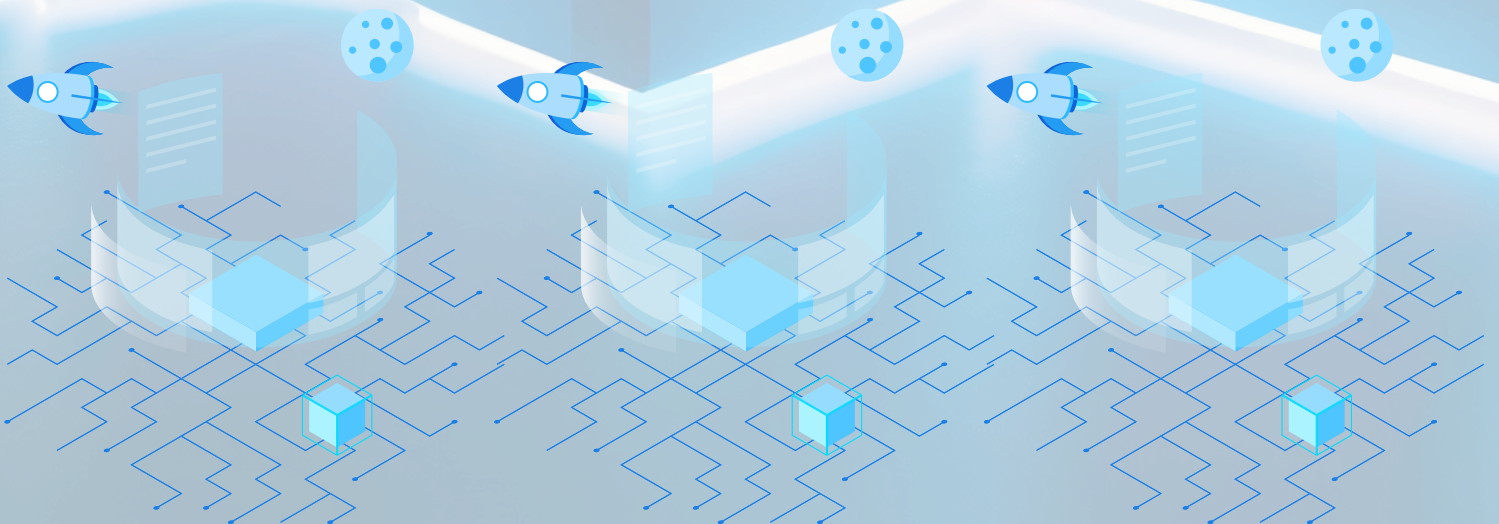
Two years ago, the marvel was simple. You typed a question and a machine answered you in clear, confident prose. It could write your email, draft your code, and summarise a textbook in seconds. We called it generative AI, and for a while it felt like the summit. What most people did not notice is that the men and women who built that moment had already stopped celebrating it. In labs from San Francisco to London, the conversation had moved to a bigger and stranger idea. What if the machine did not just tell you what to do, but went and did it? That single shift, from answering to acting, is the revolution now unfolding, and it has a name that will follow you into every boardroom of your career: agentic AI.



The person who lit the fuse of the first wave is already describing the next one. Sam Altman, whose ChatGPT made generative AI a household phrase, now talks about the field as a series of waves. First came predictive AI, then the generative era we just lived through, and now agentic AI, software that behaves less like a search box and more like a colleague who takes the job off your hands. Altman has been blunt that autonomous agents are where he expects his company to create the most economic value in the years just ahead, and OpenAI's newest tools reflect it, from assistants that browse the web and run errands to coding partners that work quietly beside a developer. His real ambition is a computer that stops waiting to be told and starts anticipating what you need.



Watch how differently the other giants are placing the same bet, and the picture gets richer. At Google, a boy who grew up in Tamil Nadu and rose to run one of the most powerful companies on earth is threading this technology through everything the world already uses. Sundar Pichai has built Google's Gemini models with agents in mind, and features that can now handle several tasks at once on the web while you get on with your day. His forecast is typically measured, yet unmistakable. He expects the coming year to be the moment ordinary people start using these agentic experiences widely, inside Search, inside the browser, inside the apps on their phones. For him, this is not a novelty feature. It is a new phase of the platform shift, the kind that comes along once a decade.





Watch how differently the other giants are placing the same bet, and the picture gets richer. At Google, a boy who grew up in Tamil Nadu and rose to run one of the most powerful companies on earth is threading this technology through everything the world already uses. Sundar Pichai has built Google's Gemini models with agents in mind, and features that can now handle several tasks at once on the web while you get on with your day. His forecast is typically measured, yet unmistakable. He expects the coming year to be the moment ordinary people start using these agentic experiences widely, inside Search, inside the browser, inside the apps on their phones. For him, this is not a novelty feature. It is a new phase of the platform shift, the kind that comes along once a decade.

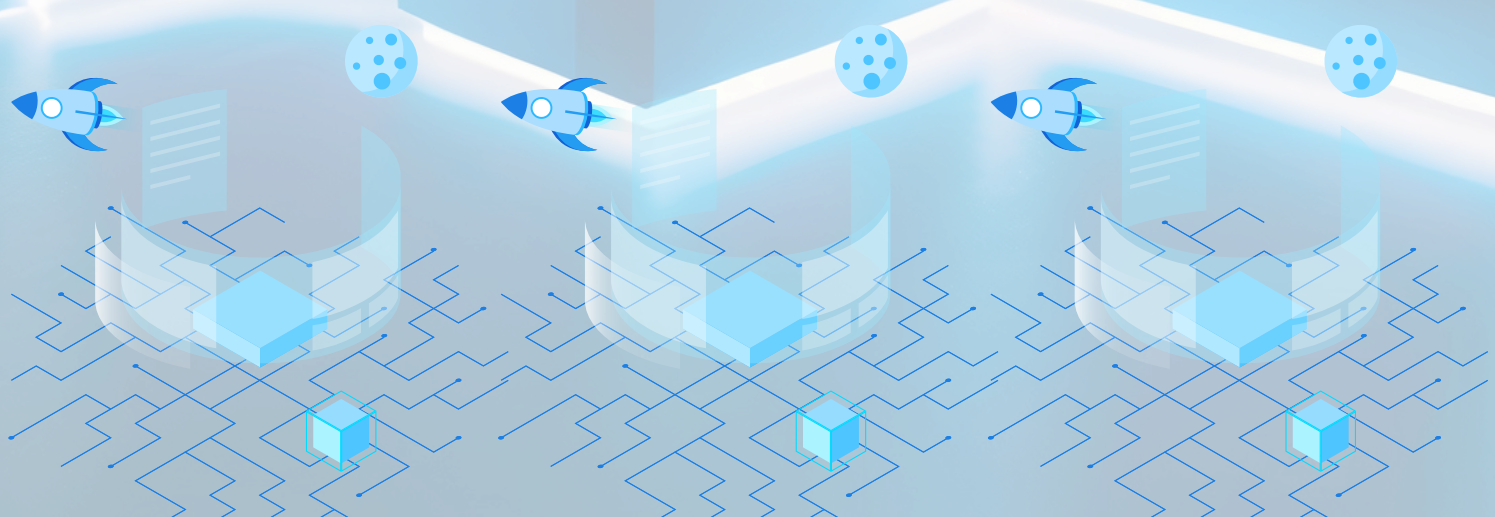
If all of this feels like a gold rush, then Jensen Huang is the man selling the picks and shovels, and quietly becoming the richest prospector of all. His company's chips train and run almost every serious AI model in existence, which is why the technology world listens when he steps on stage in his trademark leather jacket. He declared, to a packed hall, that the age of AI agents had arrived, and called it an opportunity worth a trillion. Huang sees the road ahead in three clear stretches. Generative AI that creates, agentic AI that reasons and acts, and then physical AI, intelligence that steps out of the screen and into robots and the world around us. His self-appointed task is to build the engine room that makes each stage possible.

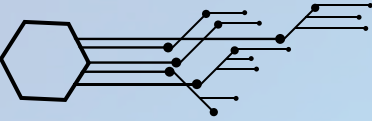


Not everyone is chasing the spectacular. Satya Nadella, who travelled from Hyderabad to the top of Microsoft, has spent this shift trying to make it ordinary, which may be the more radical goal. His ambition is that creating an AI agent should feel as easy as making a slide or a document, so that any employee, and not only an engineer, can hand off the dull and repetitive parts of a job.

He has woven agents into the tools people already live inside, and recently noted that the agentic era is being built, quite literally, on the software platform his company owns, where a rising share of the world's code changes now passes through an agent's hands. His business message is refreshingly practical. Agents are becoming everyday coworkers, not science experiments.

Then there is the voice that carries both the boldest hopes and the loudest cautions. Dario Amodei left OpenAI to build AI with safety at its centre, and yet he holds some of the most aggressive views on how fast this is moving, expecting AI to soon write the majority of the world's code and to reshape whole categories of knowledge work. His optimism always travels with a warning. Capability is accelerating so quickly, he argues, that our guardrails and oversight have to grow at the very same pace, or we lose the ability to steer. For a student trying to make sense of the noise, Amodei is a useful compass, part excitement, part conscience, all urgency.

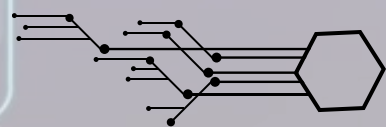




Perhaps the most grounding figure of all is Demis Hassabis, a chess prodigy turned scientist who won a Nobel Prize for using AI to unlock the structure of proteins, a puzzle that had defeated biologists for fifty years. He brings a researcher's calm to a field addicted to hype. He believes agent-based systems that can pursue real goals on their own are about to come into their own and move from clever demonstrations into daily life. Speaking in India earlier this year, he offered the most vivid picture of what may be coming: a transformation on the scale of the Industrial Revolution, but many times larger and arriving many times faster, compressed into a single decade rather than a century. His one condition is that we navigate the moment with great care.

Line these voices up and, for all their rivalries, they point the same way. The question that decides who wins in business is quietly changing, from which AI is the smartest to which AI can actually get the work done. And that changes what you, as the next generation of managers and builders, most need to learn. It is no longer enough to coax a clever answer out of a model. The prize now goes to those who can design, direct, and supervise AI that can act, and who understand exactly where a human being must still hold the final decision. The generative era taught machines to speak. The agentic era is teaching them to do. You are stepping into the workforce at the precise hinge between the two, which is not a reason to be anxious. It is one of the most interesting seats in the room, and the people above are building the revolution you will get to shape.

Sources: Drawn from public keynotes, interviews, and company announcements at CES 2025, Google I/O 2025, NVIDIA GTC 2025, Microsoft Ignite 2025, the World Economic Forum at Davos 2026, and the India AI Impact Summit 2026



The Future With Agentic AI

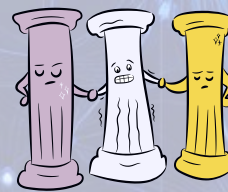
Future Impact Of Autonomous AI System

Yashika Verma

Whereas Generative AI provided machines with a voice, *Agentic AI* is providing them with agency, hands, and reason. We stand on the brink of a paradigm shift of colossal proportions within the world of technology. Not only are we not dealing with software that has the ability to write an email or block of code; we are speaking of digital beings with the ability to think, learn and act autonomously.

Unlike the known tools such as ChatGPT, where humans have to play the role of the "driver" in prompting, correcting and leading them step by step, Agentic AI turns the tables around. The human gives the destination point, and AI figures out the route. The human assigns the goal that may be rather complicated, and AI independently breaks it down into logical steps, chooses which tool to use, corrects itself in case of any errors, and presents the completed goal.

The Three Pillars of Agentic Systems:



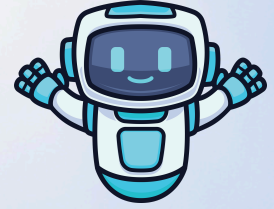
In order to grasp the future, we need to understand how these agents function as opposed to traditional algorithms. Agents are based on a cycle of three functions:

Perception: They observe digital surroundings, live data feeds, and user interactions in real time.

Reasoning: They process the information collected and choose between several possible scenarios to develop a plan of action.

Action: They perform tasks in different programs, databases, and APIs without any human interference.

Redefining the Future of Work & Hybrid Culture:



The shift to Agentic AI will transform the current workplace environment in its truest form as the glue that makes hybrid work environments successful. Envision an "AI Project Manager" who can attend virtual meetings, monitor deliverables, reallocate resources in case of a bottleneck, and manage inter-time zone communications. Instead of struggling with mundane activities, employees will have time to perform strategic supervision and solving complicated problems, thereby creating psychological safety within the team.

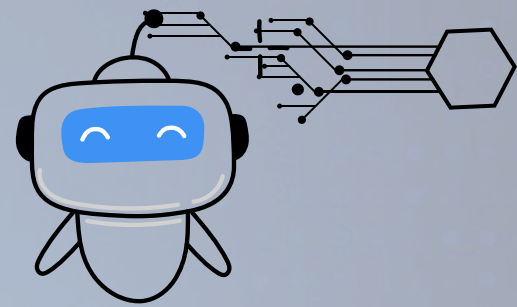
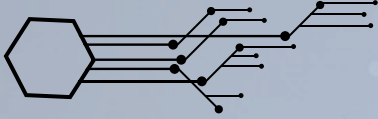
Hyper-Automation in Data and Financial Ecosystems

The most dramatic immediate changes will be in the areas where there is a lot of data and analysis is required, and optimization of processes matters most.

The Autonomous Data Analyst: Instead of a person who writes complicated SQL queries, exports huge amounts of data into Excel files and creates Power BI dashboards manually, an AI agent will just be asked to do the following: "Analyze our operational bottlenecks in Q3 and visualize cost-saving opportunities." It will query the databases, cleanse the data, create interactive models and deliver strategic recommendations.

Financial and Investment Strategy: In the field where stakes are really high and time is really important, such as investment banking or corporate finance, agents will track global markets, analyze corporate governance and assess financial performance in milliseconds. They will create predictions, and automatically adjust investment portfolios to lower the risk while human analysts do not even realize about the change in the market.





Multi-Agent Ecosystems (Swarm AI)

1. A real breakthrough will come when separate AI agents begin working with each other. From separate digital workers we will evolve into the ecosystem of interacting agents. Let's see how it works:
2. Agent A (Market Research): Detects the abrupt change in demand in global web traffic.
3. Agent B (Supply Chain): Receives this information from Agent A and acquires necessary raw materials.
4. Agent C (Financial Operations): Automatically approves the budget of the transaction and updates the forecast for the quarter.
5. Result: The company becomes the self-regulating organism that reacts to any changes in the global world with zero latency.

Hyper-Personalized Consumer Technology

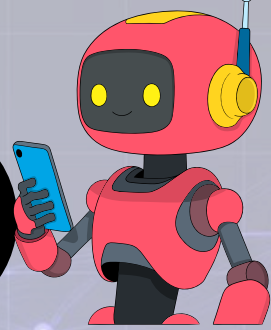


From a consumer perspective, Agentic AI means having the perfect personal concierge. Rather than downloading five apps just to plan a holiday, all that one would need to do is say to their AI agent: "Book a five-day holiday to Tokyo next month for less than \$2,000." The agent would automatically arrange everything, including flights and negotiating prices at hotels.



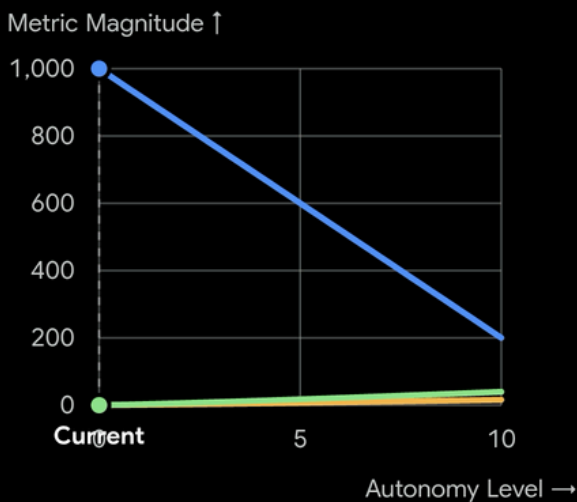


Find out how different degrees of AI involvement may affect business processes in the future with this online simulation tool:



Agentic AI Impact Simulator

- Human Intervention (%)
- Productivity Gain
- Task Throughput



TASK THROUGHPUT
0

PRODUCTIVITY
GAIN
0.0%

AI Autonomy Level



0

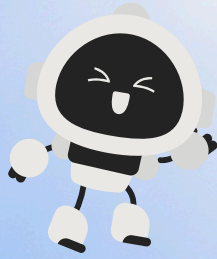
Number of Agents



1

The Bottom Line: The move towards the next generation of AI, known as Agentic AI, is not simply a matter of advancing processing capabilities but rather a development in our own abilities. With this new breed of system managing the work itself, humans will no longer be “doers” but will become “orchestrators.”





CLUB ACTIVITIES

**Dixita Deuri &
Yashika Verma**

ODOO: Open Source ERP and CRM

The session gave an informative overview of Odoo, an ERP and CRM platform, and its increasing significance in today's business management. This discussion revolved around the integration of various business functions into a single platform with the help of Odoo software and how an organization could run their operations in a more systematic manner.

JAWAHARLAL NEHRU UNIVERSITY
ATAL BIHARI VAJPAYEE SCHOOL
OF MANAGEMENT AND
ENTREPRENEURSHIP
Infomatrix Club of ABVSME organizes
WORKSHOP ON
ODOO: Open Source ERP and CRM

Friday, April 24, 2026
Manikarnika
11 AM Onwards

Guest Speaker:

Dr. Yogesh Sharma
Assistant Professor at DTU

Key Highlights:

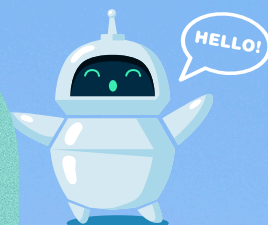
- Introduction to Odoo and its applications in business management
- Understanding ERP and CRM functionalities in integrated systems
- Practical exposure to business process automation using Odoo
- Applications in finance, marketing, operations, and human resource management
- Exposure to real-world business scenarios and system implementation approaches
- Development of industry-relevant digital and managerial competencies

Register

Faculty Coordinator:
Dr Priya Gupta

Student Coordinators:
Anjali Verma
Charchit Aggrawal

The session was led by Dr. Yogesh Sharma, Assistant Professor at DTU. Dr. Sharma discussed practical application of Odoo software in different aspects of business organizations, helping organizations to coordinate better and make efficient decisions through the use of integrated digital platforms that could help manage resources, process and relationships.



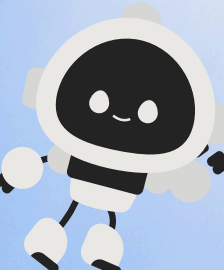
Another topic of interest in the session was ERP and CRM. This topic dealt with the use of integrated digital systems for combining finance, marketing, human resource management and operations functions within an organization and how customers' data, relationship and interactions could be managed through CRM. The other important aspect of the session was business process automation through Odoo. This session discussed how business processes could be automated to minimize manual efforts in an organization through streamlined workflows and increase accuracy. Various practical scenarios of business were discussed to understand how such systems could be used to meet organizational needs.



Moreover, one of the crucial aspects discussed during the session was digital transformation in modern businesses. This aspect stressed that technology is becoming a core component of efficient management, and knowledge of digital tools can be useful in meeting the demands of the industry by future managers.

All in all, the session delivered insights into the possibility of the integration of business processes and their automation, effective management of customers, and other useful features that Odoo can provide. Moreover, it allowed participants to gain experience regarding the relationship between the management process and digital technologies.





Conjoint And Discriminant Analysis

The workshop taught Conjoint Analysis to obtain knowledge about customers and market research and Discriminant Analysis to learn classification and differences between various groups. The participants also had insights into business analytics, applications of real data, and research methods; thus, combining theory and practical knowledge.



JAWAHARLAL NEHRU UNIVERSITY
ATAL BIHARI VAJPAYEE SCHOOL
OF MANAGEMENT AND
ENTREPRENEURSHIP
Infomatrix Club of ABVSME organizes
WORKSHOP ON

CONJOINT AND DISCRIMINANT ANALYSIS

Tuesday, April 21, 2026
Sabri Hall
2 PM - 6 PM


[Register Now](#)

Guest Speaker:

Dr. Ajay Chauhan
Director at Research Shiksha.

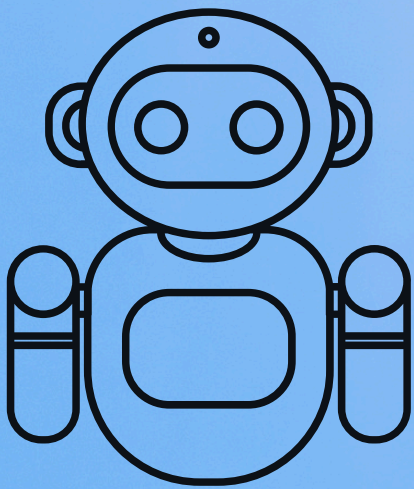
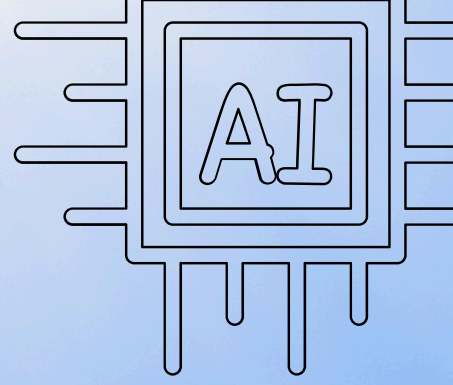
Faculty Coordinator
Dr Priya Gupta

Student Coordinators
Harshita & Pulkita

The session was run by Dr. Ajay Chauhan, Director, Research Shiksha. The fascinating and useful academic and industry-based knowledge gained through the interactive mode would make the participants acquainted with the importance of data-based analytics for comprehending consumer choices and needs, figuring out trends, making classifications, and aiding strategic business decisions.

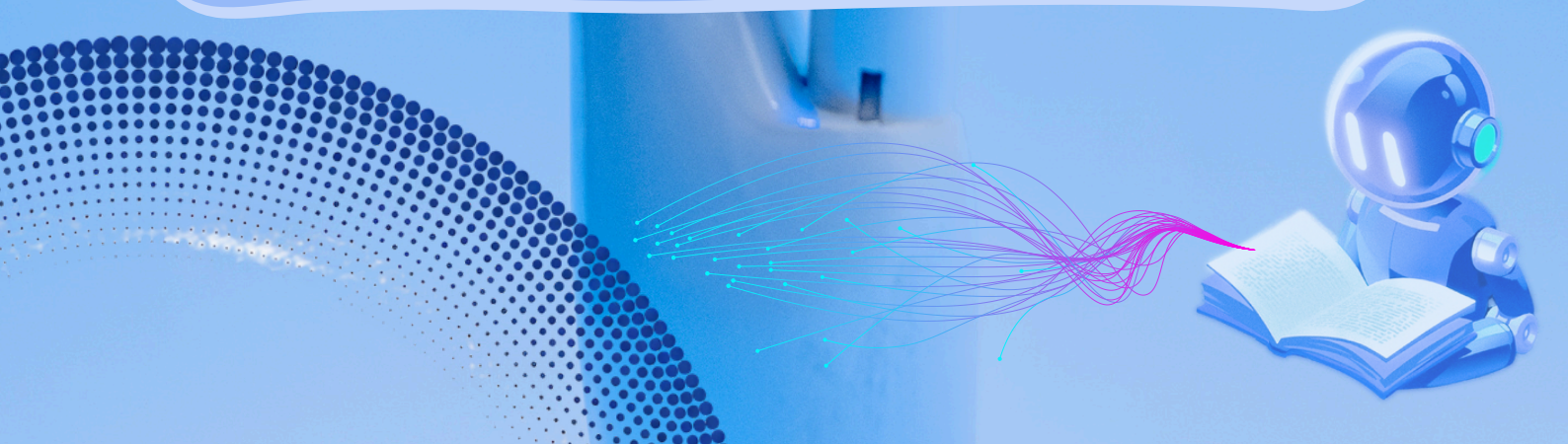
Key Highlights

- Conjoint Analysis: Understand customers' preferences and the significance of different features of products/services.
- Discriminant Analysis: Understanding how techniques can be applied in classification tasks and distinguishing groups of cases.
- Business Analytics: Linking statistical methods to particular business problems.
- Research Applications: Understanding how analytical techniques can be used in academic research as well as in different areas.
- Practical Exposure: Leaving aside theory and concentrating on real skills in the field of analytics.



Learning outcomes

This session provided the students with important knowledge about multivariate data analysis and its significance in management research so that they learned to tackle business problems employing analytical skills and data-based decision-making. It also made a point about the growing importance of research, analytics, and data-driven thinking in contemporary management.



Ethics of Knowledge in the Age of AI



JAWAHARLAL NEHRU UNIVERSITY
ATAL BIHARI VAJPAYEE SCHOOL
OF MANAGEMENT AND
ENTREPRENEURSHIP
Infomatrix Club of **ABVSME** organizes
WORKSHOP ON
**Ethics of Knowing in the Age of
AI: Cases from Research Practice**

Tuesday, 5th May, 2026
Vikas Hall
10 AM - 1:00 PM

Guest Speaker:

Mr. Rajesh Dey
Senior Editor, Taylor & Francis Group

Register

Faculty Coordinator:
Dr Priya Gupta

Student Coordinators:
Dixita Deuri & Sangeeta
Mistri

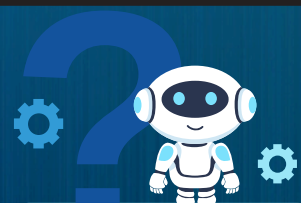
The workshop tackled the issue of how the proliferation of AI is affecting the methods that knowledge is produced, assessed, distributed, and published. It was noted how significant maintaining the ability of humans to exercise judgment required by the use of AI-based instruments is.

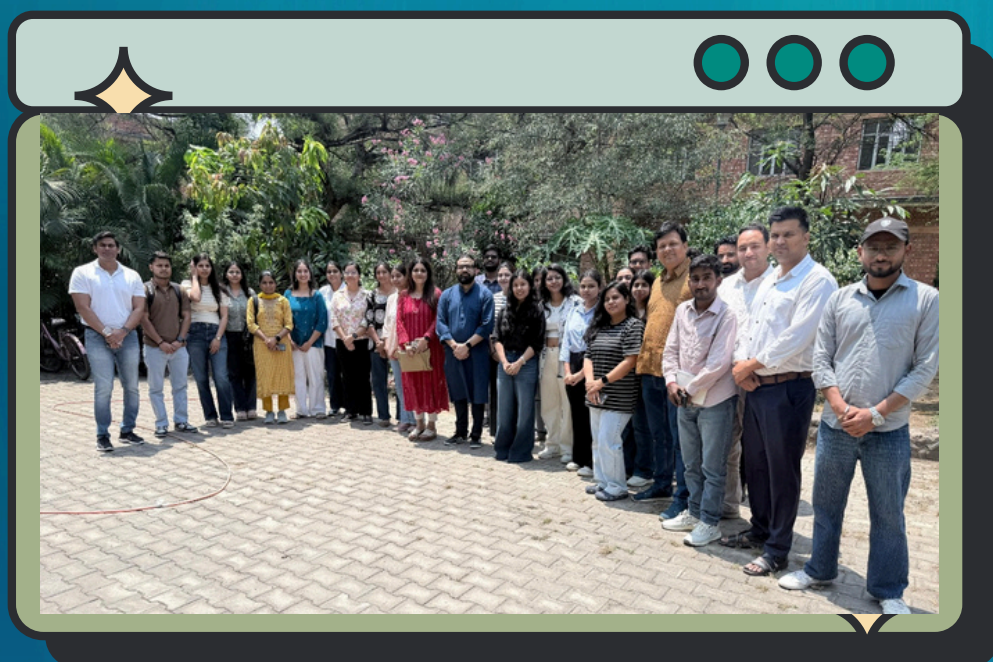
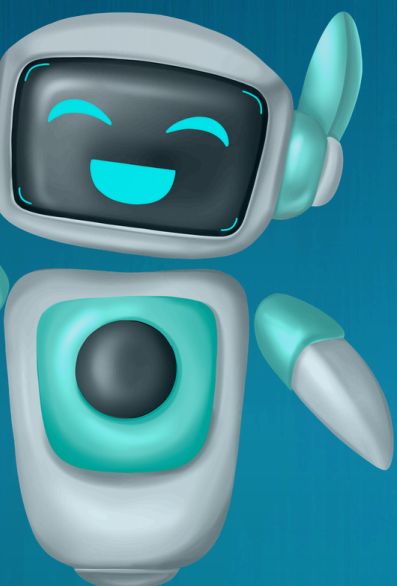
By employing case studies and talking about real-life research practices, participants were encouraged to reflect on the problems that arise when using AI in research efforts. The session dealt with the problems related to authorship, originality, knowledge validation, ethics of decision-making when AI is involved in research and writing.



It should also be noted that AI can come in handy making research efforts efficient and help researchers in various aspects of research while it is important to be transparent and effectively evaluate the use of artificial intelligence.

Mr. Rajesh Dey, Senior Editor at Taylor & Francis Group, was the session leader and the main topic of discussion was the ethical problems that arise at the intersection of A.I., academic research, and knowledge generation. The speaker explained that it is also a chance for students to actively think about the issues raised instead of passively listening to the lecture.





At the conclusion of the workshop, attendees achieved the following:

- An enhanced comprehension of the ethical considerations in the era of Artificial Intelligence
- Recognition of the ethical problems that arise with the incorporation of AI in research and knowledge generation
- Awareness regarding the concepts of authorship, originality, validation, and doing research responsibly
- Knowledge of how to utilize AI with a critical mind and human guidance
Enlightenment on the need for maintaining academic integrity and using AI responsibly

Quantum Analytics: Complex data modeling and Probabilistic Forecasting



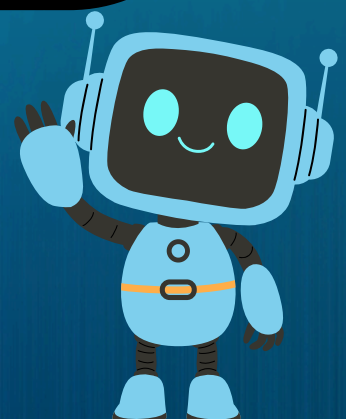
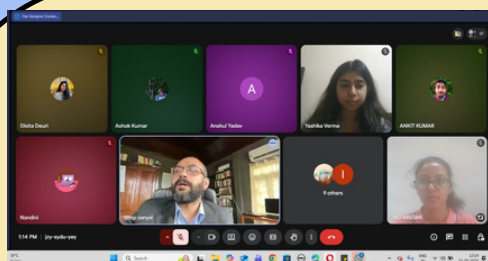
During this session, interesting information regarding advanced data techniques was discussed. More specifically, it was demonstrated how quantum analytics processes high-dimensional and unstructured data better than normal deterministic machines. Moreover, the participants learned the basics of probabilistic forecasting, computing the probabilities of different events that can take place.



Another point discussed in this session is the use of machine learning principles in combination with quantitative models for making informed decisions by companies. In general, practical examples from the world of business were given explaining how actual companies implement probabilistic methods for decreasing their market and operational risks.



The session was led by Mr. Dipyaman Sanyal, CEO of dōnō Consulting, who shared expert perspectives on how advanced computational paradigms are reshaping the landscape of predictive analytics and decision sciences.



CASE STUDIES

CASE STUDY 1

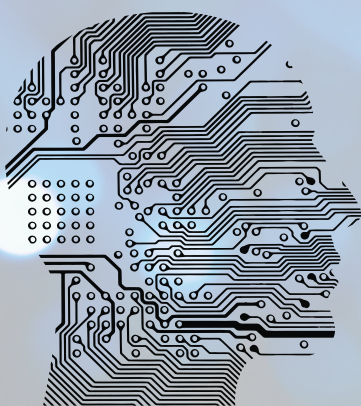
**Mamta Yadav &
Sangeeta Mistri**

JPMorgan Chase– Agentic AI at Scale

JP Morgan Chase, the largest U.S. bank, has deployed over 450 AI use cases in production, aiming for 1,000 by end-2026, through its internal platform LLM Suite, used by roughly 200,000 employees. Tools like COiN (contract review), CoachAI (advisor support), and EVEE (customer service) illustrate agentic AI: systems that plan and execute multi-step tasks with limited supervision, not just respond to prompts. A widely cited example is pitch-deck creation dropping from hours to about 30 seconds. The central challenge is balancing rapid AI-driven efficiency against the risks of operating in a heavily regulated industry, where errors carry serious financial and legal consequences. JP Morgan addressed this by embedding regulatory checkpoints and human escalation triggers into its agentic systems, rather than deploying them unsupervised. CEO Jamie Dimon, has publicly acknowledged that AI will eliminate some jobs while creating others, signaling a deliberate, transparent change-management approach. It is a perfect demonstration of how agentic AI can be deployed responsibly at scale, but only

Discussion Questions:

1. What specific safeguards make JPMorgan's AI deployment "agentic" rather than merely automated, and why do these safeguards matter more in banking than in other industries?
2. If routine tasks traditionally used to train junior employees are automated, how should organizations redesign early-career roles to preserve skill development?



CASE STUDY 2

Microsoft × Publicis Groupe - Agentic AI in Marketing

In April 2026 Microsoft and Publicis Groupe, one of the world's largest advertising holding companies, launched an integrated "agentic era" marketing ecosystem. It combines Microsoft's Azure OpenAI infrastructure with Publicis's proprietary identity data layer, Epsilon. Unlike static AI assistants that wait for prompts, the system uses autonomous agents that reason over real business data and act on it directly. Publicis CEO Arthur Sadoun publicly framed the initiative as "agents in service of people," and roughly 114,000 Publicis employees already use Microsoft 365 Copilot at scale. This case is the perfect example of how two large organizations a technology infrastructure provider and a marketing services firm can combine complementary assets (cloud AI capability and proprietary customer data) to build agentic systems more powerful than either could deploy alone. Leadership communication played a notable role here as Sadoun's explicit framing of agents as being "in service of people" suggests a deliberate effort to position autonomous AI as augmenting, not replacing, human marketers. This is very unique agentic AI adoption at enterprise scale as it depends less on a single company's technology and more on strategic partnerships that pair infrastructure with proprietary data.

Discussion Questions:

1. What risks arise when a company builds its core AI capability through partnership rather than in-house development?
2. How might Sadoun's "agents in service of people" framing shape employee trust and adoption compared to a purely efficiency-focused message?



CASE STUDY- 3

LogiCorp Global Agentic AI at Scale

LogiCorp Global, a global logistics and supply chain leader managing over 18,000 suppliers worldwide, has successfully transitioned from passive generative AI drafting tools to an autonomous network of specialized AI agents. Facing an operational crisis driven by continuous paperwork delays, long supplier onboarding, and unaddressed risk signals, LogiCorp overhauled its operations by deploying digital co-workers integrated directly into its internal ERP and CRM ecosystems. Specialized systems such as the Intake Agent (form auditing and automated vendor error-correction), the Compliance Auditor Agent (24/7 background screening against legal/financial registries), and the Procurement Agent (autonomous purchase order issuing and stock reordering) illustrate agentic AI: tools that dynamically monitor data, make operational decisions, and execute multi-step transactions within predefined safety guardrails.

This shift reduced application backlogs by 70% and enabled risk signals to be caught prior to supplier onboarding. Crucially, the transformation elevated the role of human employees: rather than spending time on manual cross-checking, data entry, and file verification, procurement specialists moved into high-impact strategic roles, focusing on complex vendor negotiations, strategic sourcing, and handling critical edge cases requiring human judgment. LogiCorp demonstrates how agentic AI can streamline complex operations when routine tasks are fully handed off to autonomous digital networks, allowing the workforce to focus on high-value human strategy.

Discussion Questions

1. What operational design choices differentiate LogiCorp's "agentic" AI model from its earlier "copilot" generative AI experiment, and why does direct system integration (ERP/CRM) matter for agentic scale?
2. As autonomous agents take over routine monitoring, data entry, and transactional procurement, how should logistics companies redesign entry-level operations roles to ensure new employees still build foundational domain expertise?





EXCEL CHALLENGE



DakPath Logistics: How Much Autonomy Should the Machine Get?

DakPath Logistics is a Gurugram based delivery partner for four large ecommerce marketplaces. Every parcel that goes off plan reaches its Exception Desk as a ticket. The cause may be a weather delay, a vehicle breakdown, a congested hub, a customer asking for a new slot, a wrong address, a damaged box or an order that looks fraudulent. The desk handles about 9 lakh such tickets a year, and nearly a third of them arrive in the weeks around Diwali.

For two years, associates have worked alongside a generative AI copilot that summarises each ticket and drafts replies, while people still decide and act. In the 2025 festive season, DakPath went a step further. It piloted an agentic AI system connected directly to carrier systems, the warehouse and the payments engine. Given a goal such as "deliver this parcel by the promised date within budget", the agent can reroute shipments, rebook delivery slots, message customers and issue goodwill credits of up to ₹500 entirely on its own. When it is unsure, it escalates the ticket to a human associate.

The Pilot

From 6 October to 30 November 2025, exception tickets were randomly assigned to one of three handling modes:

1. Human: associates working as usual.
2. Copilot: associates assisted by the generative AI copilot.
3. Agent: the agentic system acting on its own, escalating when needed.

Because assignment was random, differences in results can be attributed to the handling mode.



The Debate

The results divided the leadership team.

Ananya Rao, VP Customer Operations: "The agent resolves tickets in minutes, not half an hour, and customers are happier. Let us give it every ticket before Diwali 2026."

Rohit Menon, Chief Financial Officer: "Speed is not a business case. Integration alone costs ₹3.5 crore. Show me the net present value."

Farah Siddiqui, Chief Risk Officer: "One parcel released to a fraudster can wipe out a week of savings. And who approved all those goodwill credits?"

Gurpreet Sandhu, Head of People: "If the agent takes over the routine work, how will our new associates learn the business?"

Your Role

You are part of the CEO's strategy team. Recommend which tickets DakPath should delegate to the agent, where humans must stay involved, and what that decision is worth over three years.

About the Dataset

The file `DakPath_Pilot_Data.csv` contains 3,624 ticket records exported from the ticketing system. The export has not been cleaned. Open it in Excel and save it as an `.xlsx` file before you begin.



The columns are:

- Ticket_ID: ticket reference
- Date and Week: when the ticket was raised, and the pilot week (1 to 8)
- Festive_Peak: Yes for tickets raised between 13 and 26 October 2025
- Region and City_Tier: where the parcel was being delivered
- Exception_Type: the reason the parcel went off plan (seven types)
- Order_Value_INR: the value of the order
- Handling_Mode: Human, Copilot or Agent
- Resolution_Time_Min: minutes taken to resolve the ticket, as the customer experienced it
- Staff_Minutes: human time spent on the ticket (zero when the agent resolved it alone)
- Escalated_To_Human: whether the agent handed the ticket to a person
- Delivered_On_Time: whether the parcel arrived by the promised date
- Handling_Error: whether a later audit found the ticket was mishandled
- Goodwill_Credit_INR: compensation credited to the customer
- Loss_From_Error_INR: money lost because of a handling error
- CSAT_Score: customer satisfaction from 1 to 5 (blank if the customer did not respond)





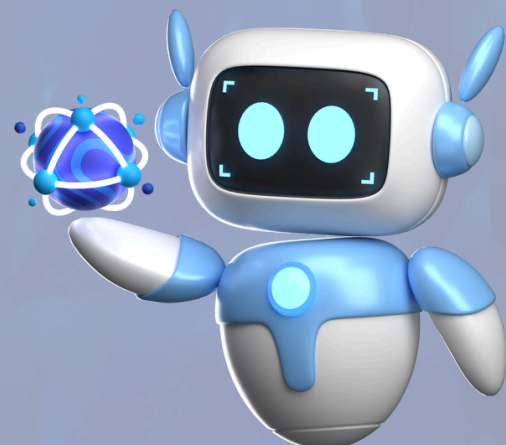
Key Assumptions



- Staff cost: ₹5 per minute
- Penalty paid to the marketplace for each late delivery: ₹120
- Tickets in Year 1: 9,00,000, growing 15% a year
- Discount rate: 12%, evaluated over three years
- Copilot costs:
 1. ₹1,800 per seat per month for 80 seats if all tickets use it (seats scale with the share of tickets routed to it)
 2. ₹6 lakh one time training
- Agent fixed costs, payable in full if any ticket type is routed to the agent
 3. ₹3.5 crore one time integration
 4. ₹12 lakh per month platform fee
 5. ₹5 lakh per month for a governance and monitoring team
 6. ₹10 lakh per year for an independent audit
- Agent running cost: ₹4 for every ticket it handles
- Baseline: the All Human scenario, which needs no new investment

Questions

1. Clean the data. The export contains duplicate tickets and some missing CSAT scores.
 - How many duplicates did you remove?
 - How many valid tickets remain?
 - How did you treat the missing scores, and why?
2. Compare the three modes. For Human, Copilot and Agent, compute:
 - average resolution time
 - staff minutes per ticket
 - on time delivery rate
 - error rate
 - average CSAT
 - average goodwill credit
 - loss per ticket



3. Is any mode best on every measure?
4. Build the Autonomy Readiness Matrix. For Agent tickets only, compute the escalation rate and error rate for each exception type. Classify each type using this rule:
 - Delegate: escalation 15% or less and error 3% or less
 - Supervise: escalation 40% or less and error 10% or less
 - Retain: everything else
5. Plot escalation rate against error rate in a scatter chart.
6. Examine the festive peak. Compare the agent's escalation rate, error rate and resolution time during the Diwali weeks with the rest of the pilot. What does this imply for staffing during the festive season?
7. Calculate cost per ticket. For every exception type under each mode, add together:
 - staff minutes multiplied by ₹5
 - late delivery rate multiplied by ₹120
 - average goodwill credit
 - average loss from errors
 - ₹4 running cost (Agent mode only)
8. Which mode is cheapest for each exception type?
9. Build the business case. Choose a handling mode for each exception type. Then compute the three year NPV, the payback period in months and the ROI, each measured against the All Human baseline, for three scenarios:
 - All Copilot
 - All Agent
 - Your chosen routing
10. Stress test your answer.
 - If the agent's error losses double once it is live, does your recommendation still hold?
 - Using Goal Seek, find the running cost per ticket at which your routing would be no better than All Copilot.
11. Advise the board. In no more than 300 words, write a memo to the CEO. It should cover:
 - your recommendation and its value
 - at least three guardrails for the agent
 - the measures the board should review every month
 - a response to the Head of People on redesigning entry level roles



The real question is not whether to use the agent, but where autonomy has earned its place.

Download the dataset: [Link](#)

Submit your Excel workbook and memo to: infomatrix@jnu.ac.in by **October 1st**



Creative & Interactive Section: Quiz



Isha Rai

1. What does "Generative AI" primarily do?

- a) Executes multi-step tasks autonomously
- b) Creates new content (text, images, audio)
- c) Only analyzes existing data
- d) Repairs computer hardware

2. True or False: Agentic AI can make decisions and take actions with minimal human intervention.

- a) True
- b) False

3. Which of these is an example of Agentic AI rather than Generative AI?

- a) A chatbot writing a poem
- b) An AI booking your flight, checking prices, and completing payment on its own.
- c) An image generator making art
- d) A tool summarizing an article

4. What's the key difference between Generative AI and Agentic AI?

- a) Generative AI creates, Agentic AI acts
- b) They are the same thing
- c) Agentic AI only works offline
- d) Generative AI is older technology

5. Which company created ChatGPT?

- a) Google
- b) Meta
- c) OpenAI
- d) Microsoft



6. True or False: AI agents can use tools (like search engines or apps) to complete tasks.

- a) True
- b) False

7. What does "AI bias" refer to?

- a) AI preferring certain programming languages
- b) Unfair or skewed outcomes due to flawed training data
- c) AI running slowly
- d) AI needing more storage



8. Which of these is a growing AI-era career?

- a) Prompt Engineer
- b) Typewriter Repair Technician
- c) Telegraph Operator
- d) Film Reel Editor

9. What year is widely considered the "birth" of AI as a field (Dartmouth Conference)?

- a) 1975
- b) 1956
- c) 2001
- d) 1990

10. True or False: Deepfakes are a genuine cybersecurity and misinformation concern linked to AI.

- a) True
- b) False

11. Who is the CEO of NVIDIA, a company powering much of today's AI hardware?

- a) Elon Musk
- b) Jensen Huang
- c) Tim Cook
- d) Satya Nadella

12. What does "responsible AI" emphasize?

- a) Maximum automation with no oversight
- b) Fairness, transparency, privacy, and accountability
- c) Replacing all human jobs
- d) Faster processing only

13. Which of these best describes how businesses use AI in operations today?

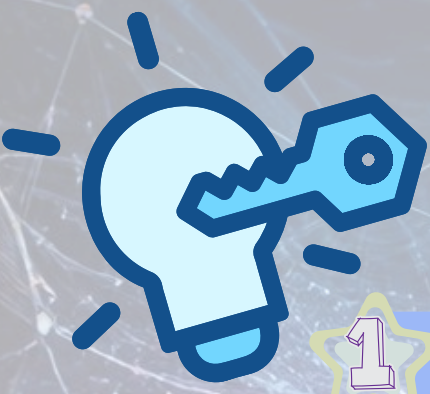
- a) Only for making memes
- b) Automating workflows, customer service, and data analysis
- c) Only for gaming
- d) It has no business use yet

14. True or False: An AI agent can chain multiple tools together to complete a complex goal without

step-by-step human instructions.

- a) True
- b) False





ANSWER KEY



1

B- Creates new content (text, images, audio)

2

A- True

3

B- An AI booking your flight, checking prices, and completing payment on its own.

4

A- Generative AI creates, Agentic AI acts

5

C- OpenAI

6

A- True

7

B- Unfair or skewed outcomes due to flawed training data

8

A- Prompt Engineer

9

B- 1956

10

A- True

11

B- Jensen Huang

12

B- Fairness, transparency, privacy, and accountability

13

B- Automating workflows, customer service, and data analysis

14

A- True

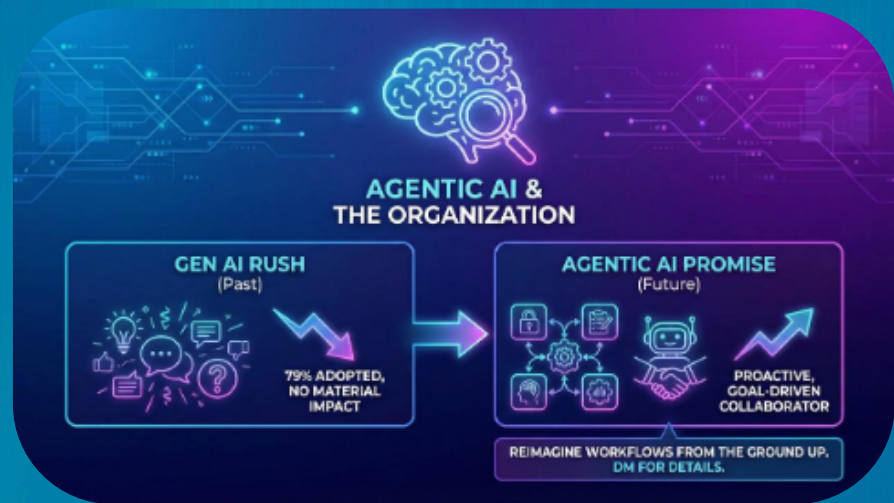
DO YOU KNOW?

Rare and interesting facts about "From generative Ai to Agentic Ai: the next business revolution"

Anjali Verma

GenAI creates- Agentic AI Acts

Generative AI mainly produces content such as text, images, code and summaries. Agentic AI goes a step further: it can plan, use tools, make decisions and execute multi-step tasks toward a goal.



AI agents can become “digital employees”

An agent can potentially be assigned a business objective such as handling customer returns—and then interact with multiple systems to complete the workflow instead of simply telling a human what to do.

India is moving rapidly toward Agentic AI

Deloitte reported that more than 80% of Indian organizations were exploring autonomous agents, while 50% identified multi-agent workflows as a key focus.





The software itself may become invisible

A striking possibility is that employees may stop opening multiple business applications. Instead, an AI agent could work across those systems and deliver the outcome directly. Gartner estimates that up to \$234 billion of enterprise application spending could be exposed to this “agentic arbitrage” by 2030.



The future workplace may have AI “team members”

Capgemini projects that by 2028, 38% of organizations could have AI agents functioning as members of human teams. The future may therefore be less “humans vs. AI” and more humans + AI agents working together.

Agentic AI for Enterprises

From Automation to Autonomous Decision-Making



One AI agent won't necessarily work alone

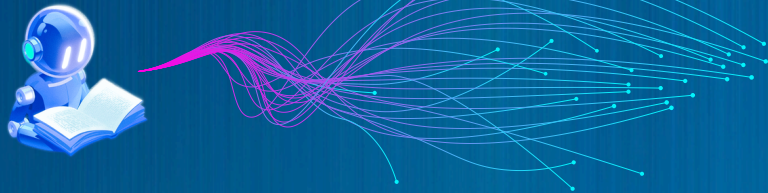
The next evolution is multi-agent AI: one agent might research, another analyse data, another negotiate or communicate, and another verify the result. Deloitte found that half of surveyed Indian organizations were particularly focused on multi-agent workflows.

AI agents could become the new shoppers

Agentic commerce means an AI could potentially search, compare, select and purchase products according to a customer's preferences. This could shift business competition from “Who ranks highest in search?” to “Which brand does the customer's AI agent choose?”

AI Agents Transforming Business Processes





AUTOMATE BUSINESS TASKS WITH AI AGENTS

Custom Workflows • Smart Automation • Faster Operations



The biggest challenge isn't intelligence—it's trust

Capgemini found that trust in fully autonomous AI agents fell from 43% to 27% in one year in its research. Issues such as transparency, accountability and understanding what an agent is doing remain major barriers.

AI agents are beginning to learn how to talk to other AI agents

The Agent2Agent (A2A) protocol is designed to allow independent AI agents to communicate and cooperate across different platforms. This is important because the future may involve networks of specialized agents, rather than one giant AI doing everything.



How Agentic AI is Revolutionizing Business Operations



The real revolution is a change in the role of humans

The progression can be viewed as:
Generative AI → AI Assistant → AI Agent → Multi-Agent Workforce → Autonomous Business

Farewell 2026

Once an Infomatrix Member,
Forever a Part of Our Family



President

Vice President

General Secretary

Joint Secretary

Treasurer

Designing Head

Workshop Manager

Newsletter Head

Member

Member

Yuktika Duggal

Mokshika Arya

Anshul Yadav

Vidhi Sharma

Ankita Singh

**Divya Sharma &
Nandini**

Keshav Sharma

Ananya Rastogi

Yashika

Pulkita

*We wish
you
all
the
Best*

Faculty Advisor And Editor in Chief :

Dr. Priya Gupta
priyagupta@jnu.ac.in

Members of Infomatrix Club

President	• Dixita Deuri
Vice President	• Anjali Verma
General Secretary	• Charchit Aggrawal
Social Media Manager	• Yashika Verma & Mamta Yadav
Treasurer	• Sangeeta Mistri
Event Coordinator	• Isha Rai & Diwakar Bhardwaj
Website Creation	• Stuti, Kusum & Vivek Krishnan
Certificate Coordinator	• Rupansh & Riddee Pathak
Members	• Khushi & Naveen

**WELCOME TO THE SECOND EDITION
OF VOLUME 3, 2026- INSIGHTS BY
INFOMATRIX**

**Stay tuned for our next edition-
"BRICS AND DIGITAL SOVEREIGNTY"**

