

# Rise of agentic AI

How trust is the key to human-AI collaboration

## \$450B

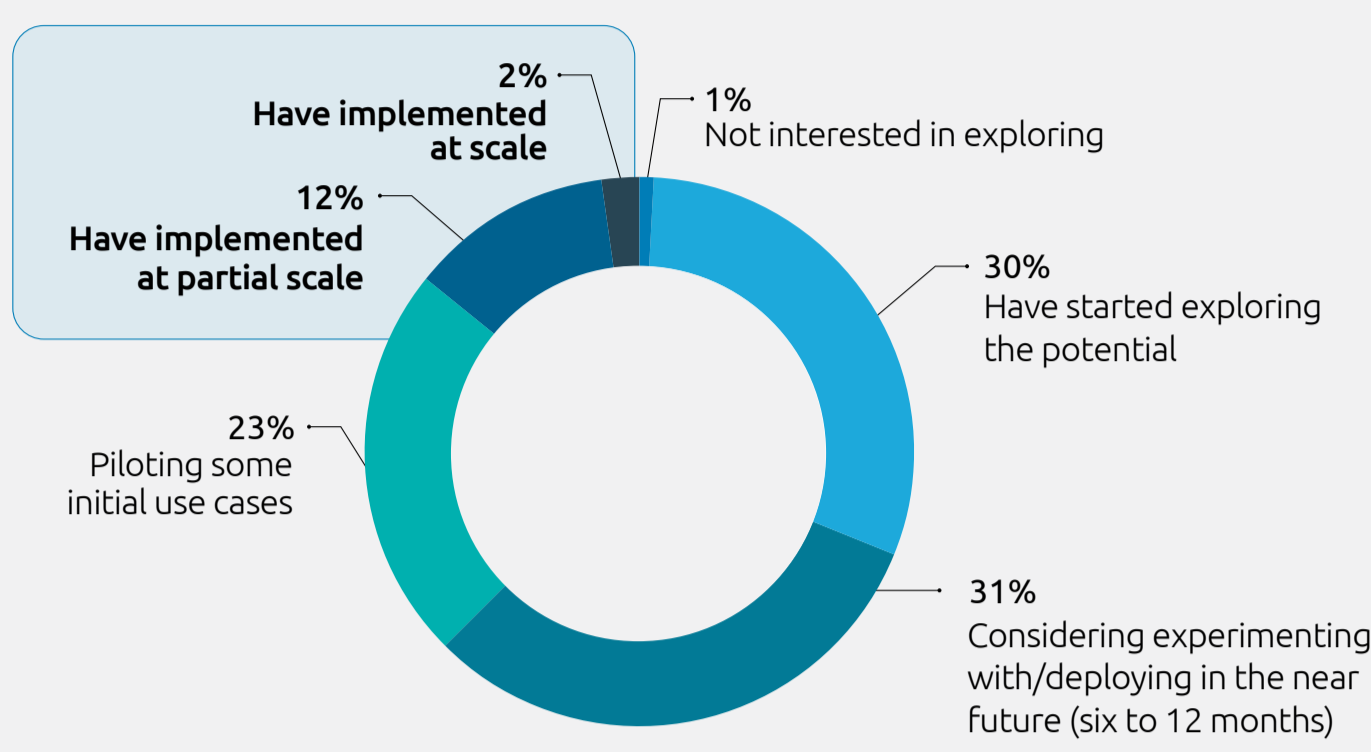
Total economic value that AI agents are expected to generate in surveyed countries by 2028

This value includes both revenue uplift and cost savings driven by AI agents



## Adoption is already underway as organizations recognize the potential of AI agents

Current state of adoption of AI agents

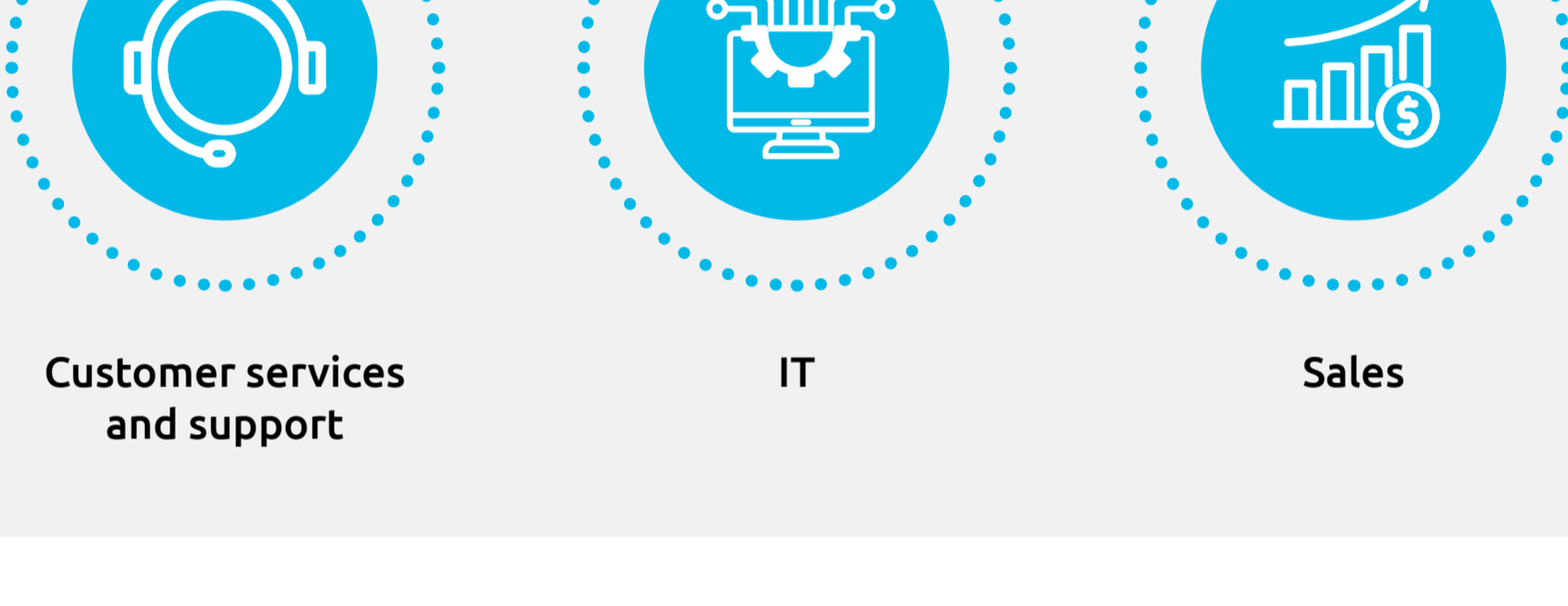


Source: Capgemini Research Institute, Agentic AI, April 2025, N = 1,522 executives from corporate and data/AI functions. Question asked: Which of the following statement best describes the current state of adoption of AI agents in your organization? Select one.

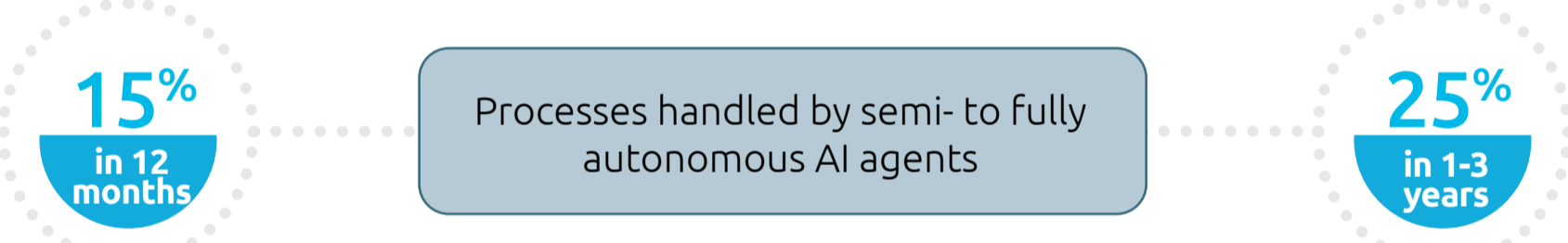
## Most of the organizations prefer to use already available agents within enterprise solutions



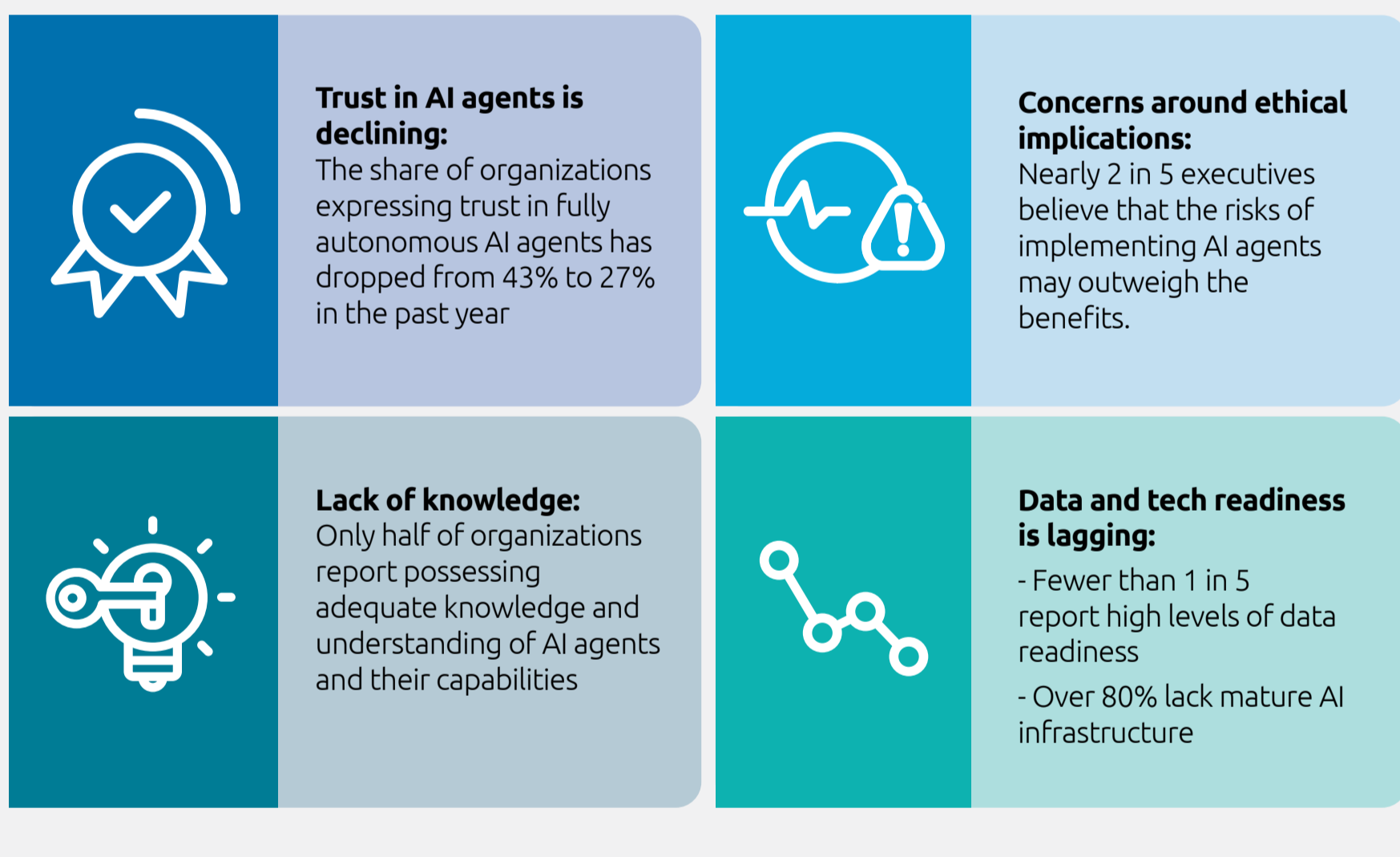
## Business functions that could see greater adoption of AI agents



## Organizations expect to gradually increase levels of agentic AI autonomy

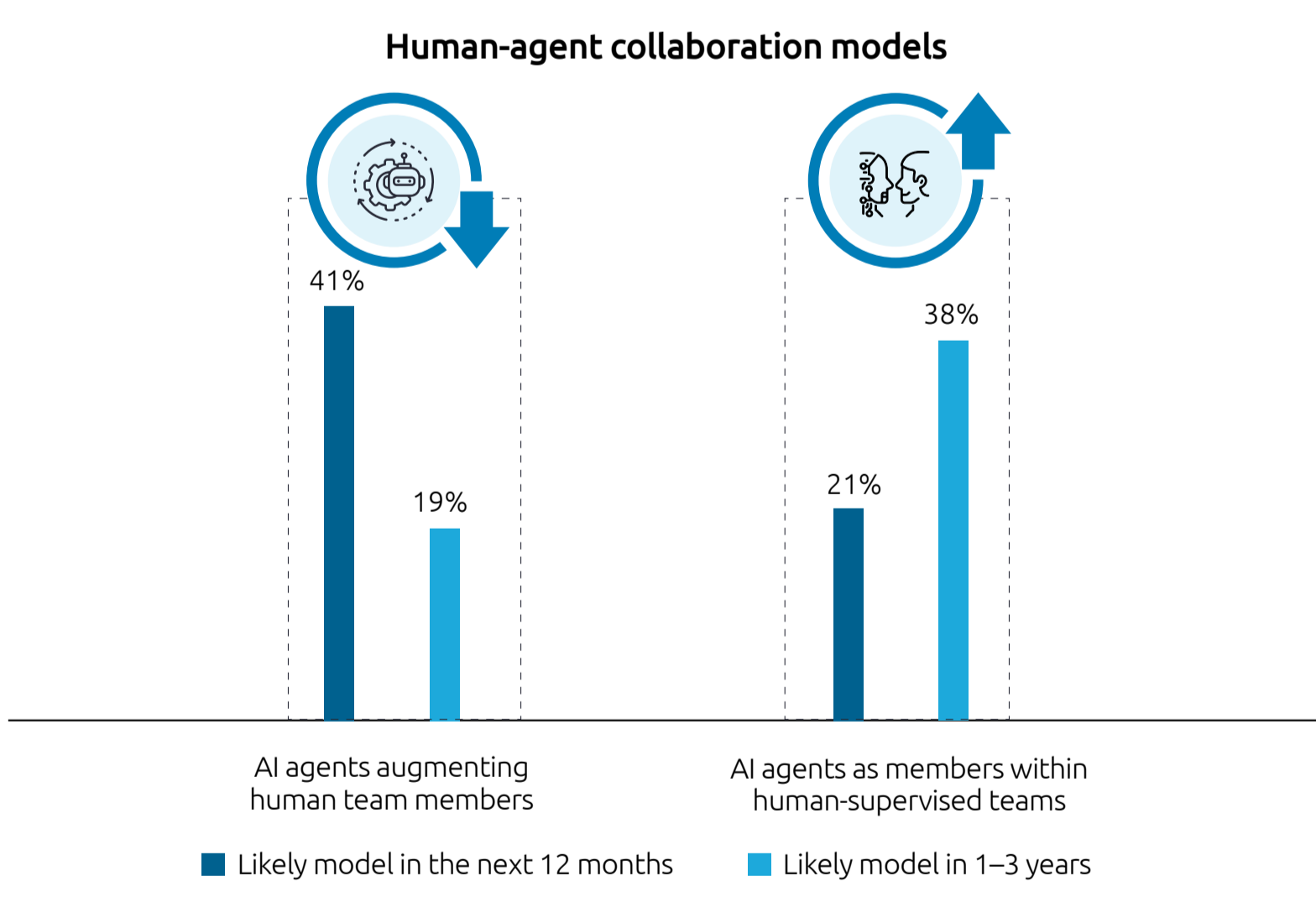


## However, limited trust and knowledge impede adoption of agentic AI



## Overcoming these issues will be key to building trust in AI agents as they go from augmenting humans to becoming members of human teams

Human-agent collaboration models

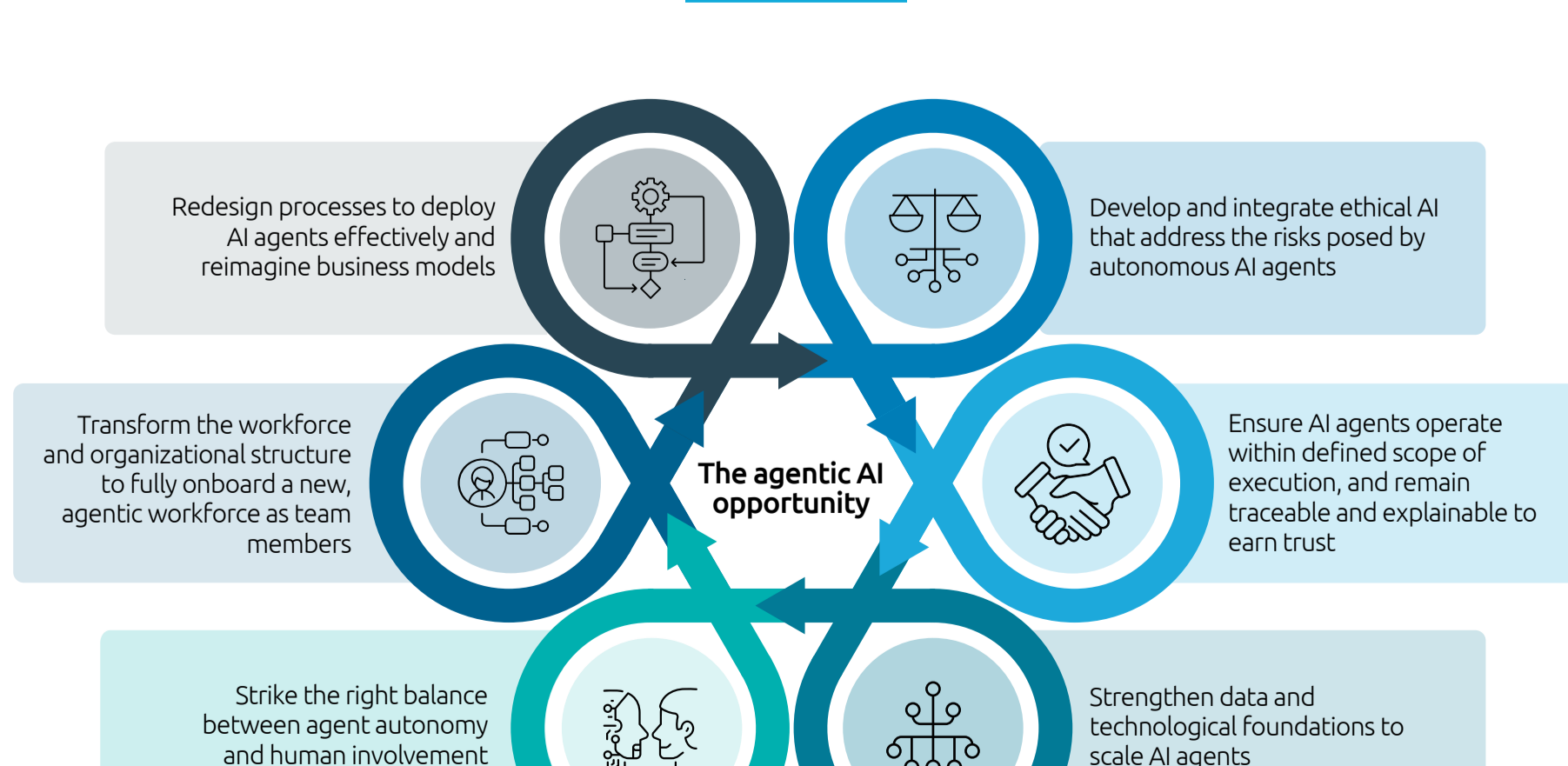


Source: Capgemini Research Institute, Agentic AI, April 2025, N = 1,500 executives from corporate and data/AI functions. The percentage represents the share of organizations that expect a particular human-agent collaboration model to apply to the most AI agents in their team/function.

## Human involvement in processes handled by AI agents can deliver greater benefits



## How can organizations capture the agentic AI opportunity?



Source: Capgemini Research Institute analysis.

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