

Rise of agentic AI

How trust is the key to human-AI collaboration

\$450B

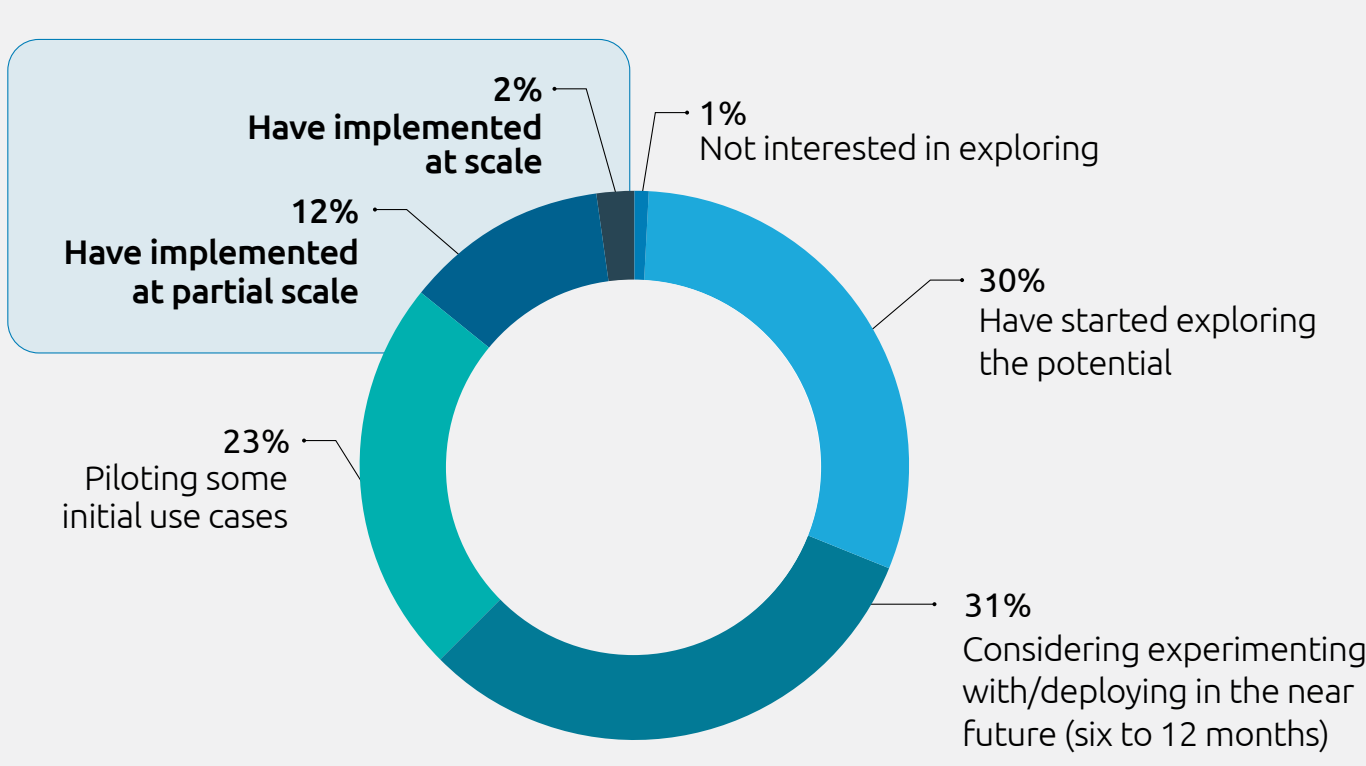
Total economic value that AI agents are expected to generate in surveyed countries by 2028

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

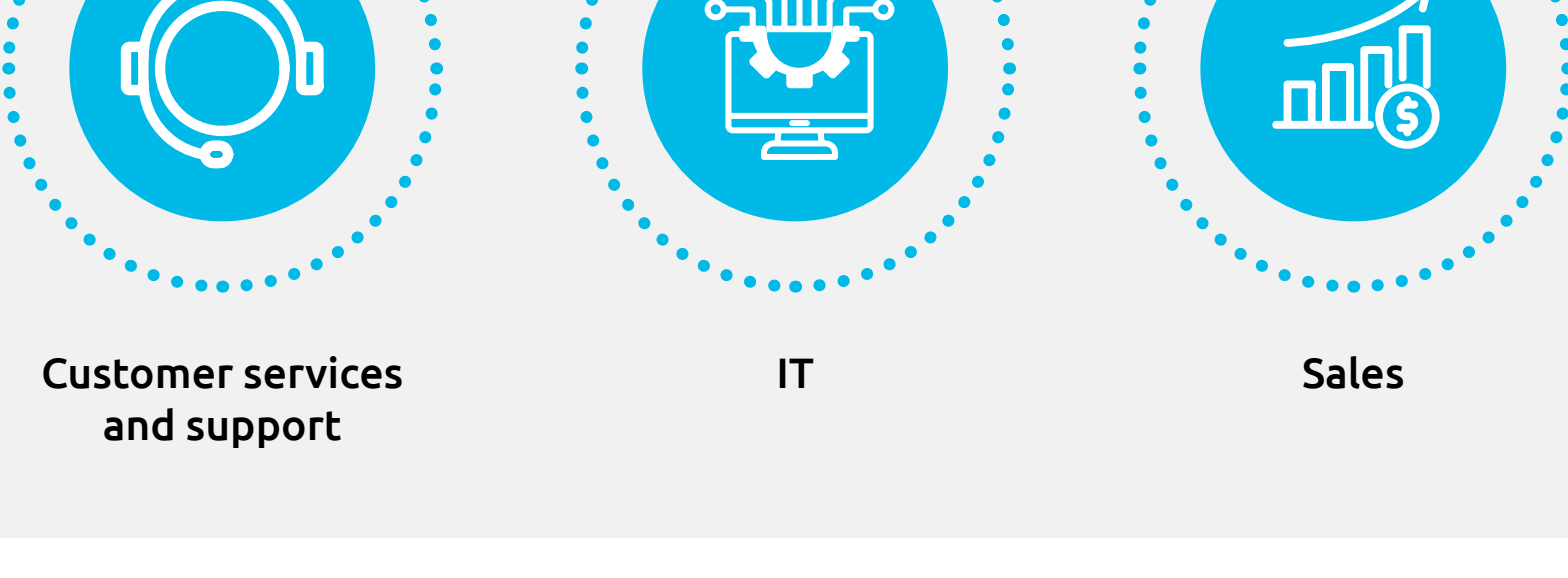


Source: Capgemini Research Institute, Agentic AI, April 2025, N = 1,522 executives from corporate and data/AI functions. Question asked: Which of the following statement best describes the current state of adoption of AI agents in your organization? Select one.

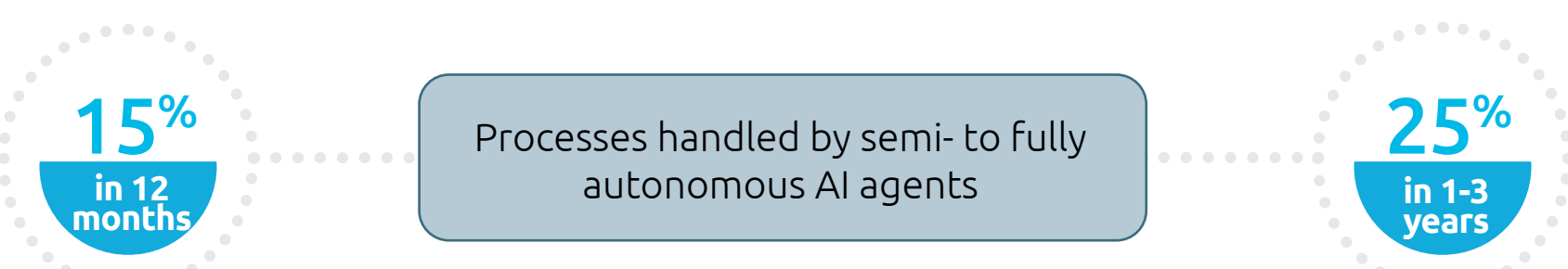
Most of the organizations prefer to use already available agents within enterprise solutions



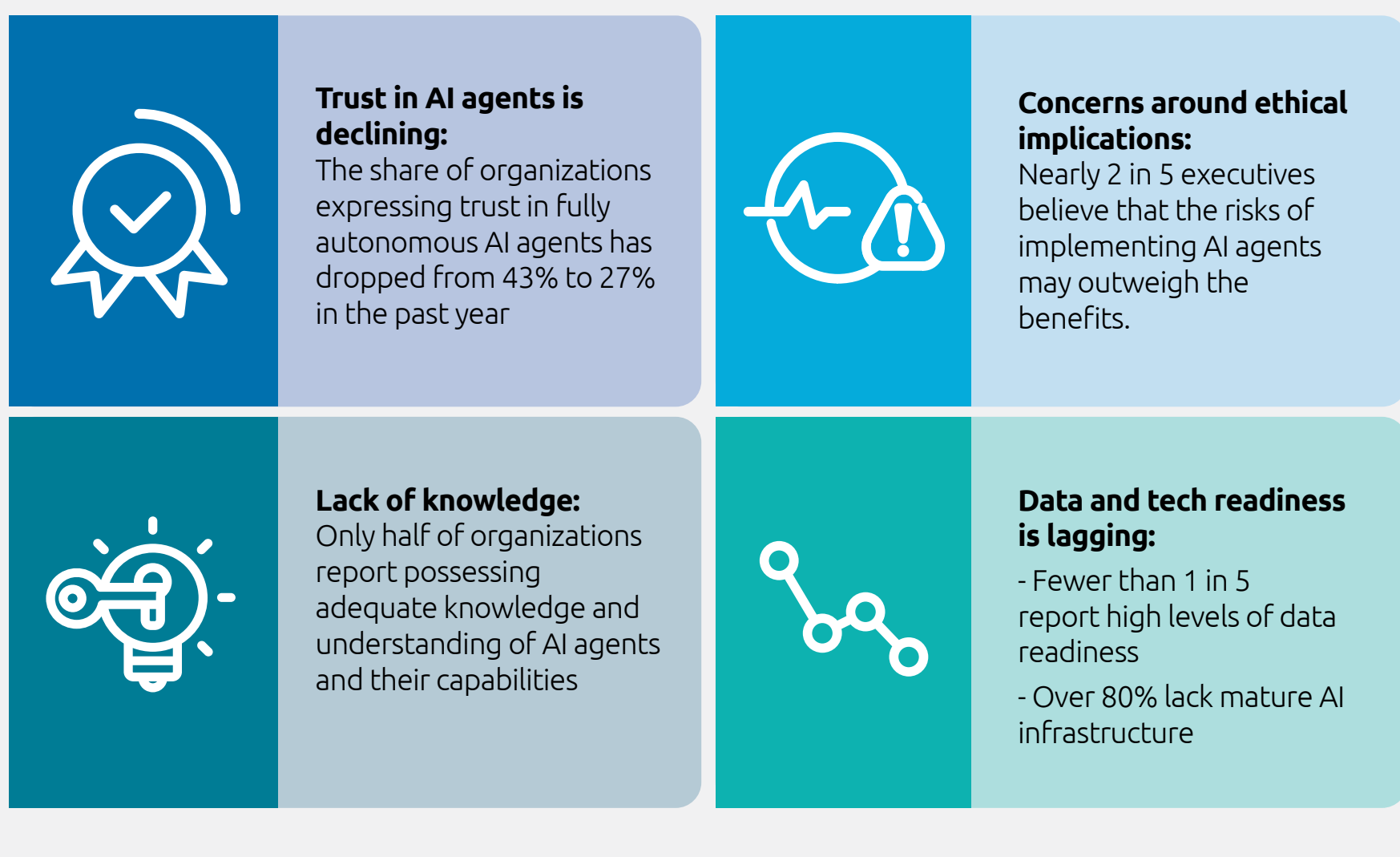
Business functions that could see greater adoption of AI agents



Organizations expect to gradually increase levels of agentic AI autonomy

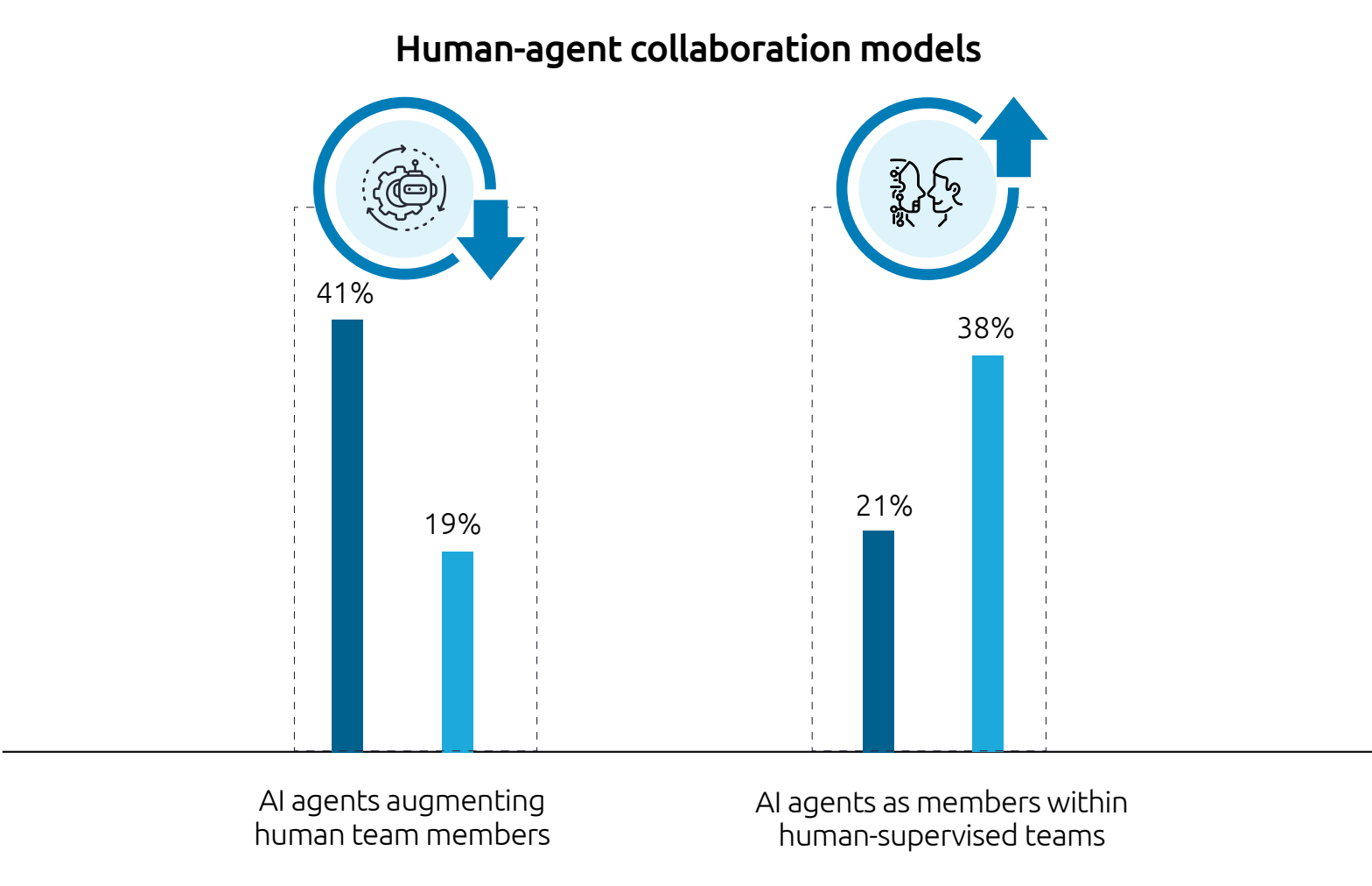


However, limited trust and knowledge impede adoption of agentic AI



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

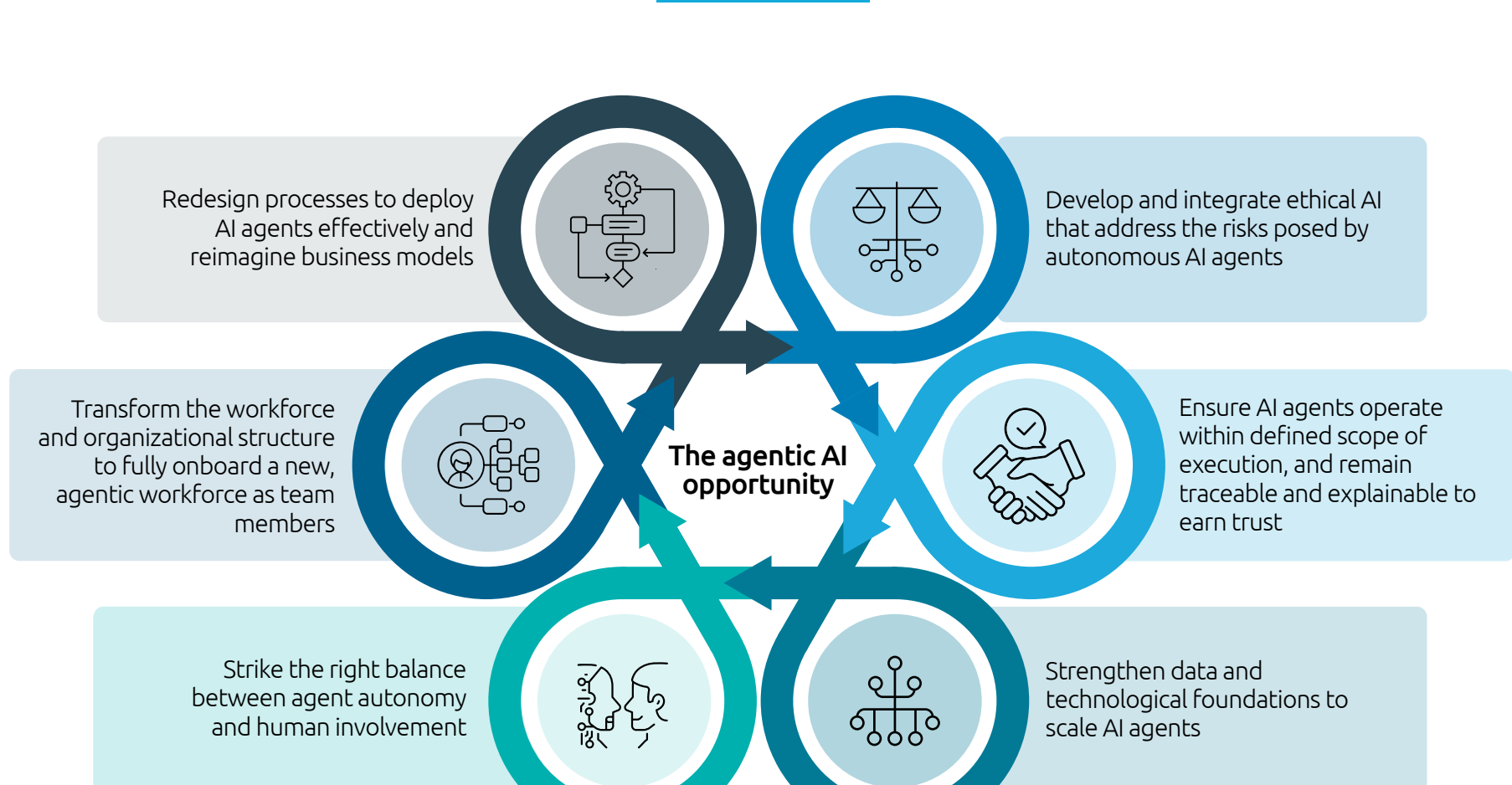


Source: Capgemini Research Institute, Agentic AI, April 2025, N = 1,500 executives from corporate and data/AI functions. The percentage represents the share of organizations that expect a particular human-agent collaboration model to apply to the most AI agents in their team/function.

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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