

Transforming the enterprise with agentic orchestration

Rufino Chiong, UiPath



**WHEN PROCESSES
AND DECISIONS
GET LOST IN CHAOS.**



File Home Share View Search Cloud Storage

Pin to Quick access Copy Paste Copy path Move to Delete Rename Open Properties Select all Select none Invert selection Select

Clipboard Organise New folder New Open History Select

Desktop > JohnSmith

Name	Status	Date modified	Type	Size
2019_Borrower_v28 - JohnSmith_Filled...	✓	2025-04-25 5:15 PM	Microsoft Edge P...	6,276 KB
CSBankStatement2024.pdf	✓	2025-04-25 5:16 PM	Microsoft Edge P...	411 KB
JohnSmith_DriversLicense_GA.png	✓	2025-04-25 5:15 PM		
Loan Origination System List.html	✓	2025-04-25 5:33 PM		
Loan Origination System.html	✓	2025-04-25 5:29 PM		
sample-new-fidelity-acnt-stmt.pdf	✓	2025-04-25 5:16 PM		

From: Alex Rivera, Verification Claims Officer
To: Sam Lee, Intake Claims Officer <sam.lee@contoso-insurance.com>
Subject: Follow-up, Missing Documents — Claim #CLM-27419 (Pipe Burst at 1207 Pine St)

Hi Sam,

I am following up regarding the property insurance claim. The following documents are still needed:

- Contractor repair estimate
- Water mitigation invoice
- Photos of damage (kitchen, hallway)
- Incident report/adjuster notes
- Proof of ownership for damaged appliances

Please provide these documents by May 15.

[Upload documents](#)

WhatsApp Web

Priya Nair (Verification)

Need water mitigation invoice + 3 hallway photos for Claim #CLM-39482. Can you upload by 5 PM?

Now

file:///C:/Users/Desktop/JohnSmith_DriversLi

GEORGIA DRIVER'S LICENSE

License NO 12456789

SMITH JOHN
Senior Software Engineer
123 ANYWHERE ST
ATLANTA, GA 30303

DOB 12/15/1982 SEX M
ISS 09/24/2019 RND N

EYES BRO CLASS C
SEX M END NONE

John Smith
JohnS@techcorp.com
(555) 123-4567

From: Sam.lee@contoso-insurance.com
To: Alex.rivera@contoso-insurance.com
Subject: RE: Contractor Estimate – Claim #CLM-27419 (Pipe Burst at 1207 Pine St)

Hi Alex,

I've gotten the estimate from Liberty Plumbing. They put the repair total at \$6,830. I've attached the PDF.

pipe-repair-estimate.pdf
147 KB

Let me know if any further details are needed.

Sam Lee
Intake Claims Officer

Uniform Residential Loan Application

Verify and complete the information on this application. If you are applying for this loan with others, each additional Borrower must provide information as directed by your Lender.

Section 1: Borrower Information. This section asks about your personal information and your income from employment and other sources, such as retirement, that you have considered to qualify for this loan.

1.a. Personal Information

Name (First, Middle, Last, Suffix)
John Smith

Social Security Number: 123 45 6789
or Individual Taxpayer Identification Number (ITIN)

Date of Birth: 01/12/1980
Citizenship: U.S. Citizen

Alternate Names: List any names by which you are known or any names under which credit was previously received. (First, Middle, Last, Suffix)
Address: 123 Somewhere Somewhere, State GA, ZIP 12345, Country USA

Type of Credit:
 I am applying for individual credit.
 I am applying for joint credit. Total Number of Borrowers: 1
Each Borrower intends to apply for joint credit. Year Inactive: 25

Marital Status:
 Married
 Separated
 Divorced
 Single, Divorced, Widowed, Civil Union, Domestic Partnership, Registered Reciprocal Relationship

Dependents (not listed by another Borrower):
Number: 2
Ages: 12, 15

Contact Information:
Home Phone: (123) 456-7890
Cell Phone: (123) 456-7890
Work Phone: (123) 456-7890
Email: john.smith@gmail.com



Pete Davis 12:38 PM

Can you check the date of loss for T. Harlan's claim?

Lauren Hayes 12:39 PM

The date of loss is February 10.

[New message](#)

New message — Claims Team

Tyler Simmons

Verification needs: upload contractor estimate, water mitigation invoice, and photos of kitchen/hallway damage for Claim #CLM-39482. Due today 5:00 PM.

file:///C:/Users/Desktop/sample-new-fidelity-acnt-stmt.pdf

Sample Fidelity Portfolio Account 1 / 28 - 50%

*** SAMPLE STATEMENT ***
For informational purposes only

Investment Report
July 1 - July 31, 2024

Envelope # BANCEJ89P7LA

Your Portfolio Value: **\$274,222.20**
Change from Last Period: ▲ \$21,000.37

Beginning Portfolio Value	Total Return	Net Addition
\$253,221.83	\$21,000.37	\$274,222.20

Address: 55 289 54 121 433 16
Subaddress: 45 454 74 48 912 58
Transaction Costs, Fees & Charges: -139.77 -402.87
Change Investment Value: 1,141.42 3,008.67
Ending Portfolio Value: \$274,222.20 \$274,222.20

Contact Information:
Fidelity Investments
FAST™ Automated Telephone: (800) 544-6889
Phone Client Group: (800) 544-6784

CSBankStatement2024.pdf 1 / 21 - 55%

CSBankStatement2024.pdf

1115-9999

Investment Report
JUNE 1 - 30

Your Consultants:
John Q. Consultant
WF Financial Consultant
Tel: 1 (815) 523-4567
email: john.q.consultant@wfbank.com

Bob Smith
Private Consultant
Tel: 1 (800) 648-5300, ext. 123333
email: Bob.Smith@wfbank.com

Special Account Message
For Your Information:
This is an important message how that will only appear on an alert when all have an important message to relay to the client.

Commitment to Transparency
Client Relationship Summaries and Best Interest disclosures at wfbank.com/transparency

Go Paperless
Protect your privacy and the environment, make the switch at wfbank.com.

Symptoms & consequences

Collaboration Drag

-37%

Less likelihood to achieve revenue & profit objectives vs. w/o collaboration drag

SYMPTOMS OF COLLABORATION DRAG

- Too many meetings
- Too many stakeholders
- Too much time securing internal support and approvals

Customer & Employee Effort

-11

Average customer NPS score of high effort companies

+54

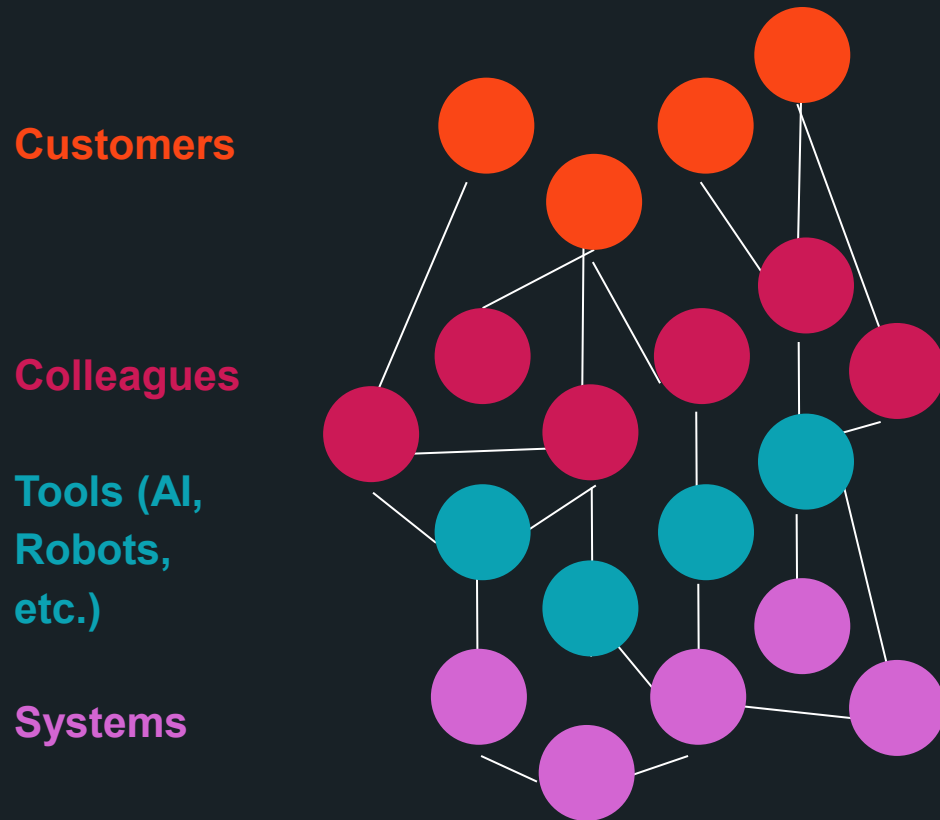
Average customer NPS score of low effort companies

SOURCES OF EFFORT

- Repeated customer and employee contacts
- "Hassle" to endure processes
 - Variations in experience

Goal: connecting the dots

Illustrative Workflow



How Do We Get There with Agentic Orchestration?

01

Capture intelligence on the E2E process and workflow journey

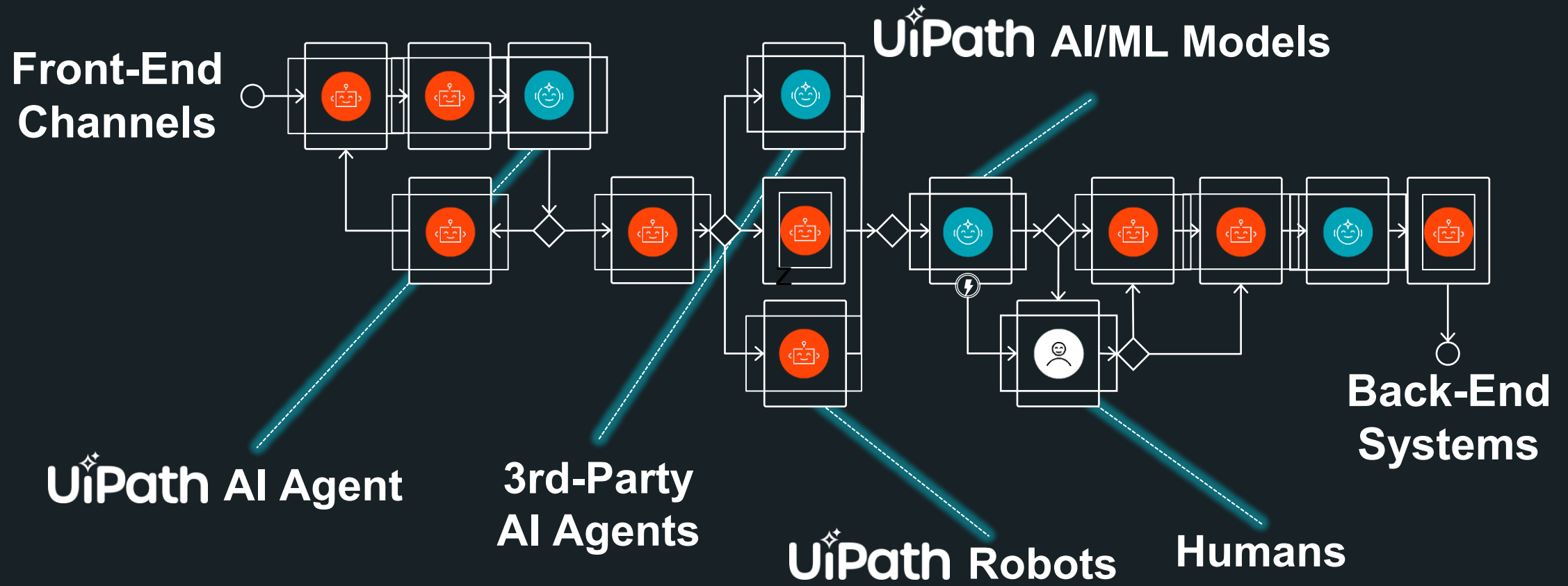
02

Identify & prioritize improvements to pain points causing effort and make informed decisions

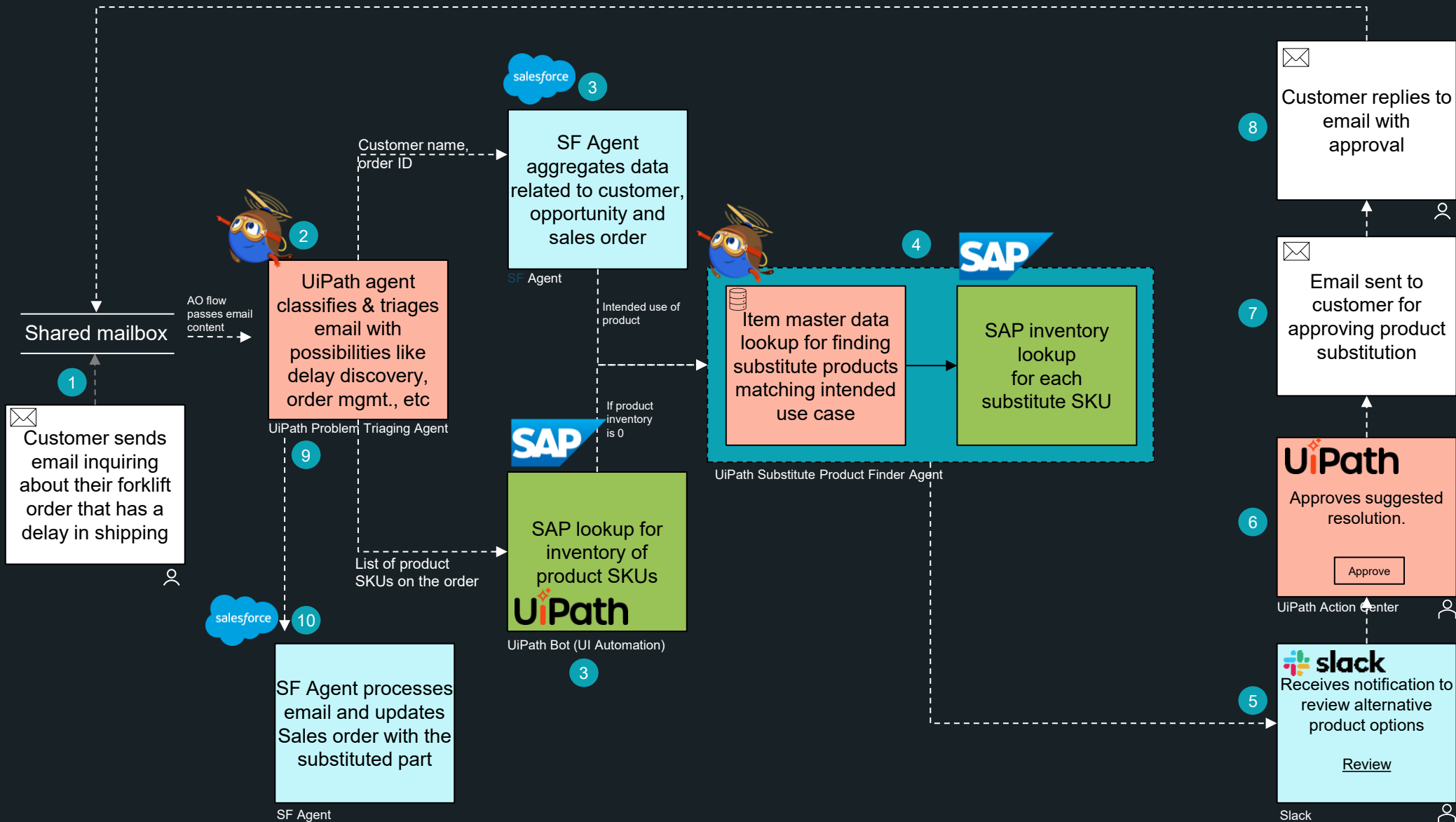
03

Intelligently manage E2E processes to free up colleagues to do value-added work

UiPath orchestrates business workflows



End-to-end, vendor agnostic, agentic orchestration

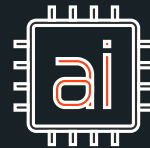


What agentic orchestration means for automation and AI leaders



Design secure agentic workflows

Equip your teams with the tools they need to **securely bring AI agents** into their processes



Orchestrate an AI-enabled workforce

Orchestrate workflows executed by **AI agents, automations, and human-in-the-loop.**



Measure and improve agent impact

Track and optimize the performance of **agents and automation**, and prove ROI from your initiatives.

What agentic orchestration means for business and process owners



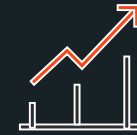
Manage the process lifecycle end-to-end

Model, implement, operate, monitor, and optimize your **long-running processes**.



Execute processes with a hybrid workforce

Infuse business rules and decision management into processes to ensure seamless execution across **agents, robots, and people**.



Improve processes over time

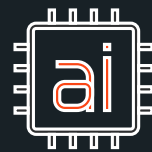
Use **integrated process intelligence** to gain actionable insights into KPIs, identify inefficiencies, and drive continuous process improvement.

What agentic orchestration means for IT leaders



Reduce total cost of ownership

Unify process modeling, automation orchestration, AI agent management, and process intelligence in a **single platform**—eliminating tool fragmentation, reducing integration overhead, and streamlining vendor management.



Scale AI with trust

Apply **business rules and guardrails** directly into agentic workflows. Get full run-time observability, enforce compliance policies, and centrally manage AI operations with a unified governance and trust layer.

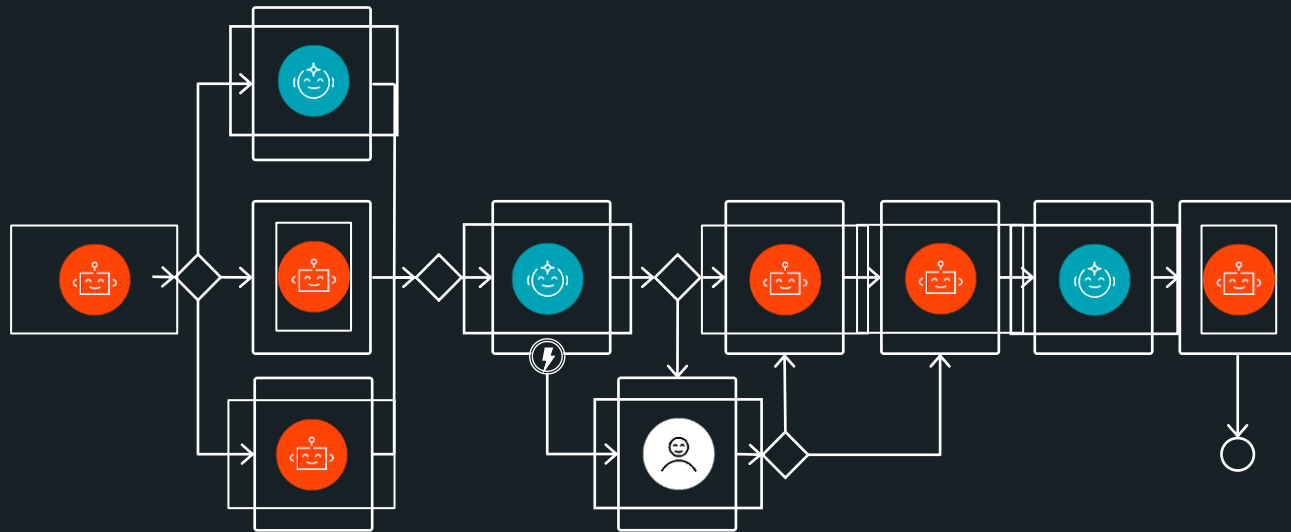


Lead with data

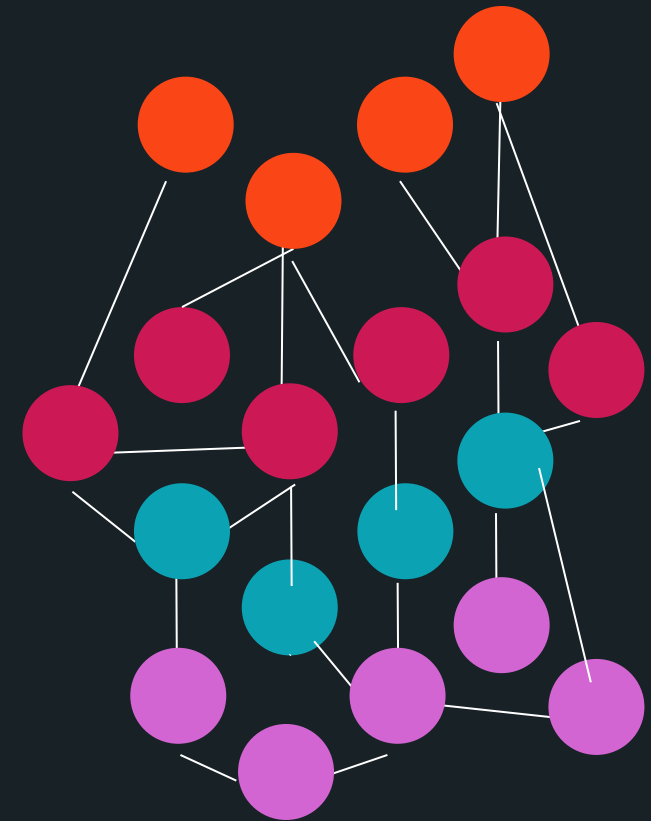
Continuously monitor process performance and automation outcomes through **embedded process intelligence**, ensuring technology investments are backed by measurable KPIs and verifiable ROI.

Future: thinking beyond linear

Idealistic Workflow



Actual Workflow



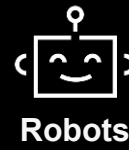
Orchestration of all parts end-to-end



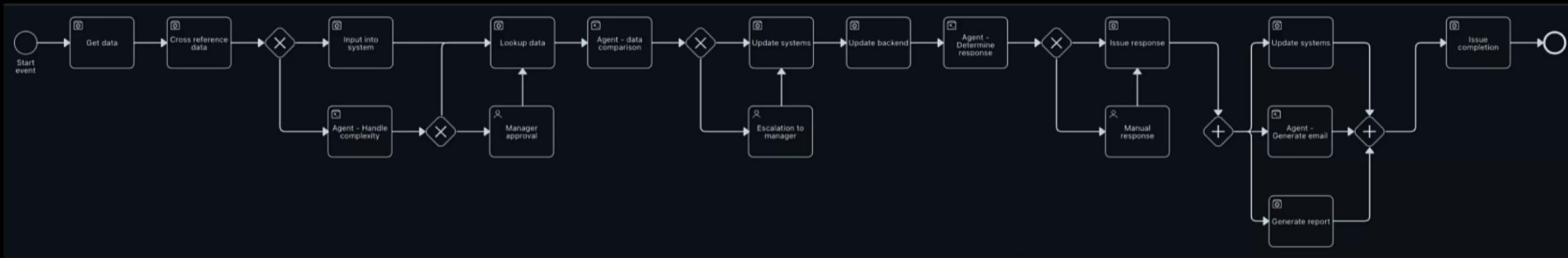
Agents



People



Robots



Model

Design **end-to-end agentic processes** using industry-standard BPMN constructs



Implement

Integrate agentic tasks, **RPA, human-in-the-loop, API events**, and advanced decisioning into processes



Operate

Control specific instances as they progress through the process, including operational analytics



Monitor

Gain insight into **historical instance executions**, with analytics integrated into your BPMN models



Optimize

Use data to understand and **improve KPIs**, leveraging **simulation** and **bottleneck detection**.

Orchestration of all parts end-to-end



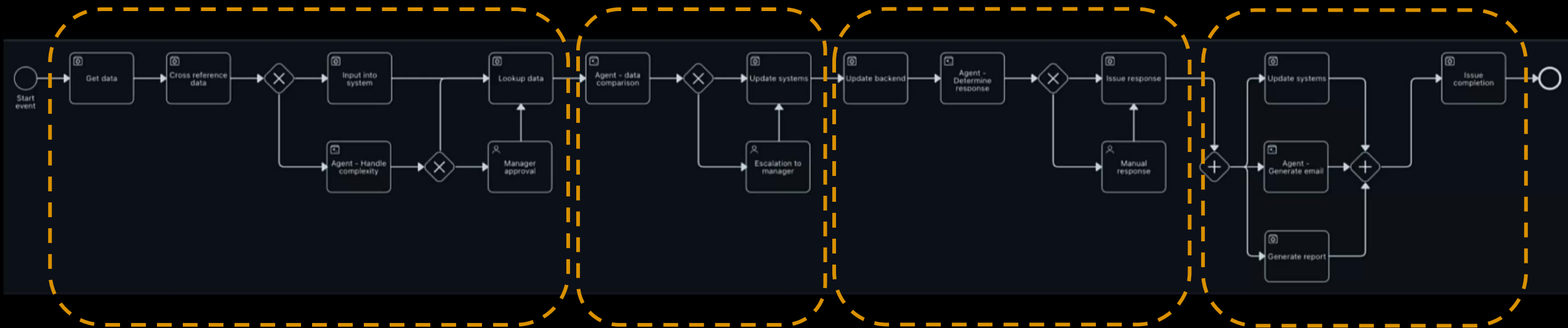
Agents



People



Robots



Intake

Verification

Settlement

Closing

Case Management

- Run multi-stage processes
- Govern with SLAs, escalations, and policies
- Gain visibility with complete execution logs

The screenshot displays the UiPath Maestro interface for a case titled "HC-2348 - Robert Carter - Burst Pipe - est. \$9,600". The interface is divided into several stages, each with a list of tasks and their execution status.

- Intake** (Duration: 5h 42m):
 - Lookup policy details (1h 24m) - Completed
 - Fraud check agent (8m) - Completed
 - Fetch incident reports (2h 34m (+34m)) - Reworked
 - Send acknowledgment (39m) - Completed
- Verification** (Duration: 7h 29m):
 - Coverage check (4h 12m) - Completed
 - Book appraisal (1h 2m) - Completed
 - Gather quotes (1h 15m) - Completed
 - Auditor agent (58m) - Reworked
 - Liability verification (2m) - Not started
- Settlement** (Not started):
 - Cash settlement
 - Repair settlement
 - Replacement settlement
 - Send customer notification
- Closing** (Not started):
 - Claim packet creation
 - Customer signing
 - Generate audit report
- Withdrawn** (Not started):
 - Send withdrawal notification
 - Generate audit report
- Pending with Applicant** (Not started):
 - Request missing documents
 - Document verification agent
- Denied** (Not started):
 - Send denial notification
 - Generate audit report

A dashed arrow labeled "Rework: missing reports" points from the "Fetch incident reports" task in the Intake stage to the "Liability verification" task in the Verification stage.

TIME
BEST

INVENTIONS

2025

TIME

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Introducing the 2025 TIME100 Next VIEW MORE >



The Best Inventions of 2025

FILTER

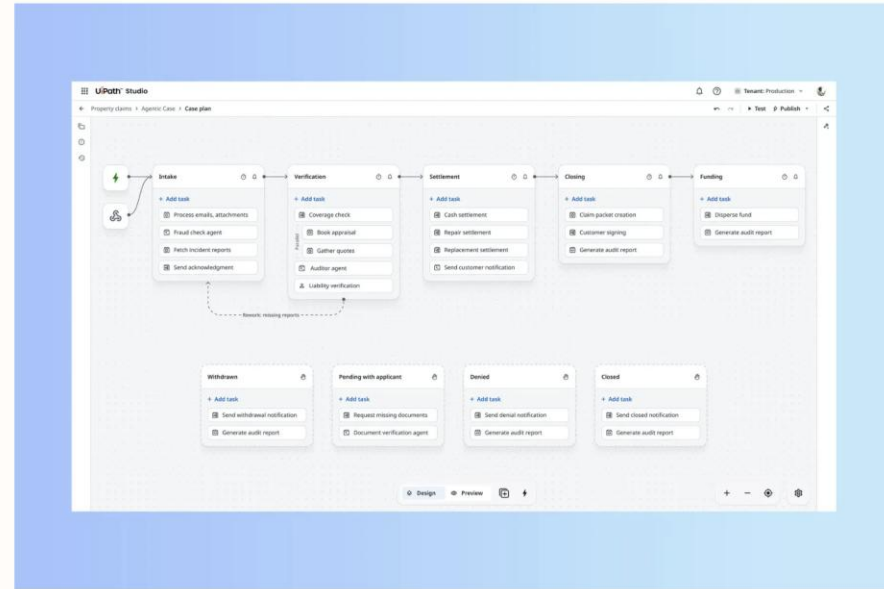
OCT 9, 2025 12:00 PM GMT

UiPath Agentic Automation

Connecting AI agents



by [Jared Lindzon](#)



Courtesy UiPath