

Conference : Are Your Services Ready for Agentification?

Duration: 1 hour

Audience: Dirigeant et cadre|Gestionnaire

Summary

Artificial intelligence is evolving. Beyond early chatbots and virtual assistants, we are entering the era of AI agents: autonomous, specialized, and interconnected. This marks a true turning point that goes beyond simple automation, redefining how your services interact, learn, and support your teams every day.

But are you prepared to integrate these agents into your processes? Are you truly aware of the cultural, operational, and ethical impacts that agentification brings to your services?

With over 30 years of experience in knowledge management and information architecture, Nicolas Georgeault offers a clear and accessible perspective on this silent revolution. Discover how to make your AI agents genuine partners, serving value, quality, and humanity.

Trainer, speaker, and Microsoft MVP, Nicolas is recognized for his ability to make complex topics tangible and to connect technological innovation to real-world practice. Together, you will explore how to assess the maturity of your processes, identify friction points, and activate the right levers to take action, all without falling for gadget effects.