

CAMUNDA
CON 2025
AMSTERDAM

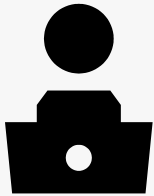
Keynote

Jakob Freund

Daniel Meyer

The evolution of Process Automation

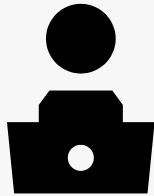
The Evolution of Process Automation



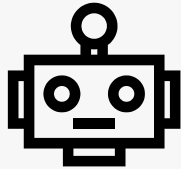
- Humans execute the process by performing tasks and handing over work to the next person in line.
- Slow, error-prone, and costly execution is driving the need for automation.

Manual
Execution

The Evolution of Process Automation



Manual
Execution



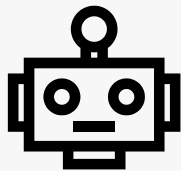
Isolated Task
Automation

- Manual tasks are performed by local automation point solutions.
- Examples: Simple workflows embedded in ERP, hard-coded routines in homegrown systems, RPA Bots, low-code integration flows.
- While driving quick wins, point solutions create a value trap of spaghetti automation that impedes a continuous improvement.

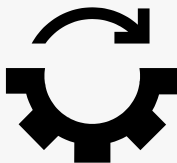
The Evolution of Process Automation



Manual
Execution



Isolated Task
Automation



Process
Orchestration

- An orchestration layer integrates all people, systems, and devices to execute the process end-to-end.
- Overcome complexity, get isolated automation under control, and drive *fundamentally* better customer experiences and efficiencies.



“Since introducing Camunda, Città di Lugano has **reduced** the time for specific administrative tasks and related **costs by 90%**, increased the number of **online applications** for citizens’ certifications **by 70%** and greatly improved the **level of trust** between citizens and the public administration.”





“We noticed an instant increase in our speed to market as we started to use Camunda. From an engineering perspective, the efficiency gains are remarkable.

Changes that previously took engineers 4-5 days, our product owners can now accomplish in just 1-2 hours and ship to production.”





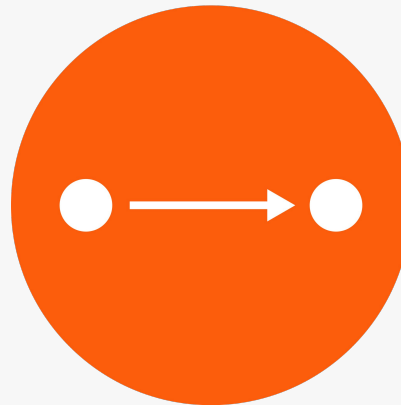
“We view **process orchestration** as **foundational to our automation strategy**, especially as it integrates every technology, and provides transparency, **especially around AI.**”



**What if we could unlock
dramatically more value from
Process Orchestration?**

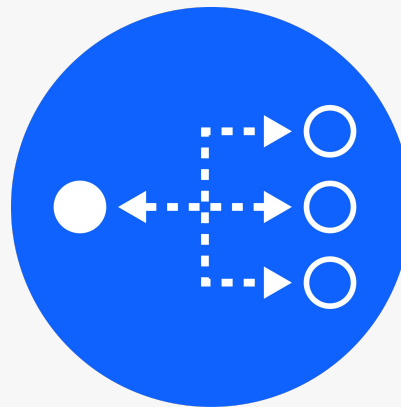
Deterministic (process) orchestration executes a predefined flow logic. It can handle process variants, but only if they were anticipated at design time.

This is the traditional scope of process orchestration.

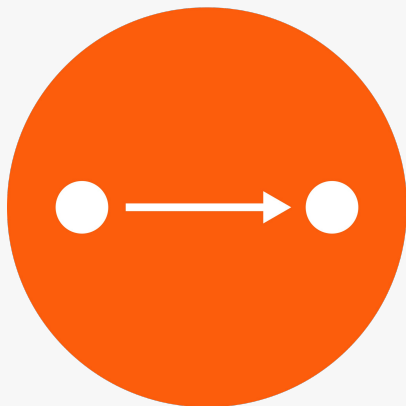


Deterministic
Orchestration

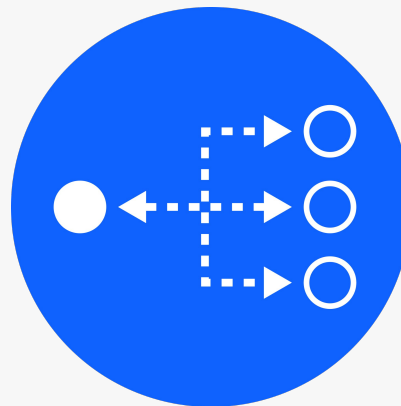
Dynamic (process) orchestration leverages AI to handle the “unforeseen”. It orchestrates based on defined goals and a given context, but does not require more specific instructions.



Dynamic
Orchestration



Deterministic
Orchestration

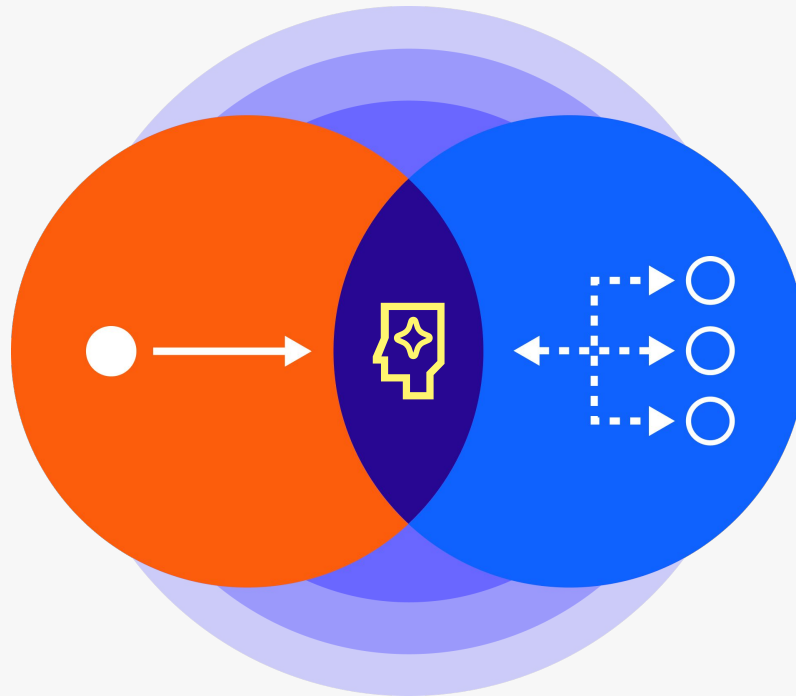


Dynamic
Orchestration

Meet *Agentic Orchestration*



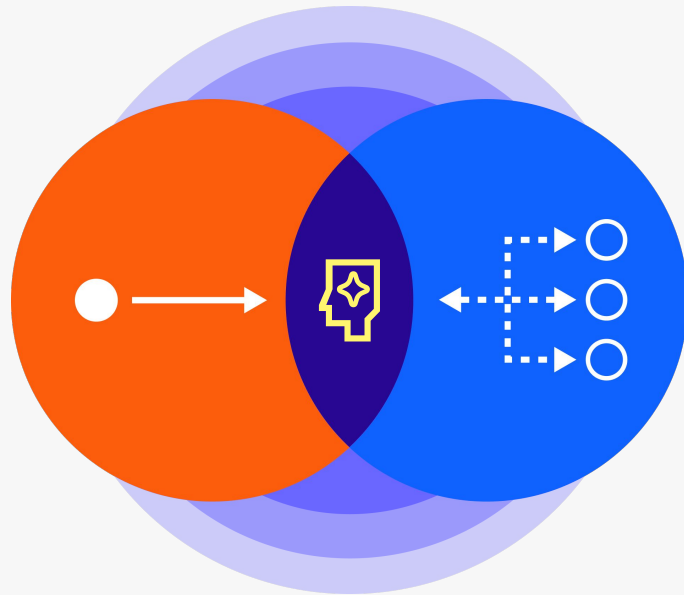
Deterministic
Orchestration



Dynamic
Orchestration

Agentic Orchestration

- **Blends** deterministic and dynamic (AI-driven) process orchestration.
- Dramatically increases the value of process orchestration, to automate work that traditionally required **human case management**, and to provide a much higher level of **flexibility for straight-through processing** (STP).



Example: Trade Reconciliation

- Context: Stock trading that involves buyers and brokers.
- Comparing and verifying trade records between parties.
- Ensuring accuracy and consistency in financial reporting for recording and settling transactions.
- Needed to comply with financial regulations.



A stylized illustration of a person with dark hair and a pink face, seen from behind, sitting at a desk. They are using a large black laptop. On the desk, there is a white coffee cup and two pink circular objects. The background is a solid blue color. Floating around the person are several white documents and folders. Some documents have red exclamation marks, indicating errors or warnings. There are also some white lines and dots floating in the air, suggesting a digital or network environment.

 **Average of 6-10 cases per FTE per day**

T+1 With AI Automation & AI Orchestration

The Agentic Orchestration ensures that everything is organized and readily accessible for the human, **greatly enhancing productivity** in their work.

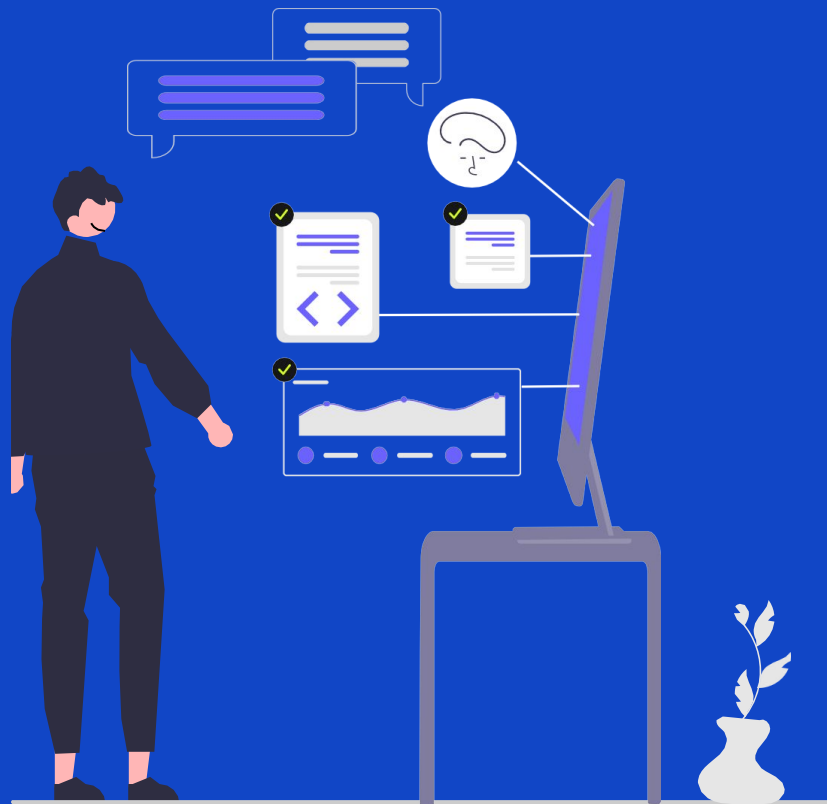
1. Orchestrate
2. Traditional Automation (bots, email, prepopulate, etc)
3. AI Automation (doc ingestion, LLM research, etc)
4. AI Orchestration (non-deterministic next steps, values, etc)

 7x productivity gain

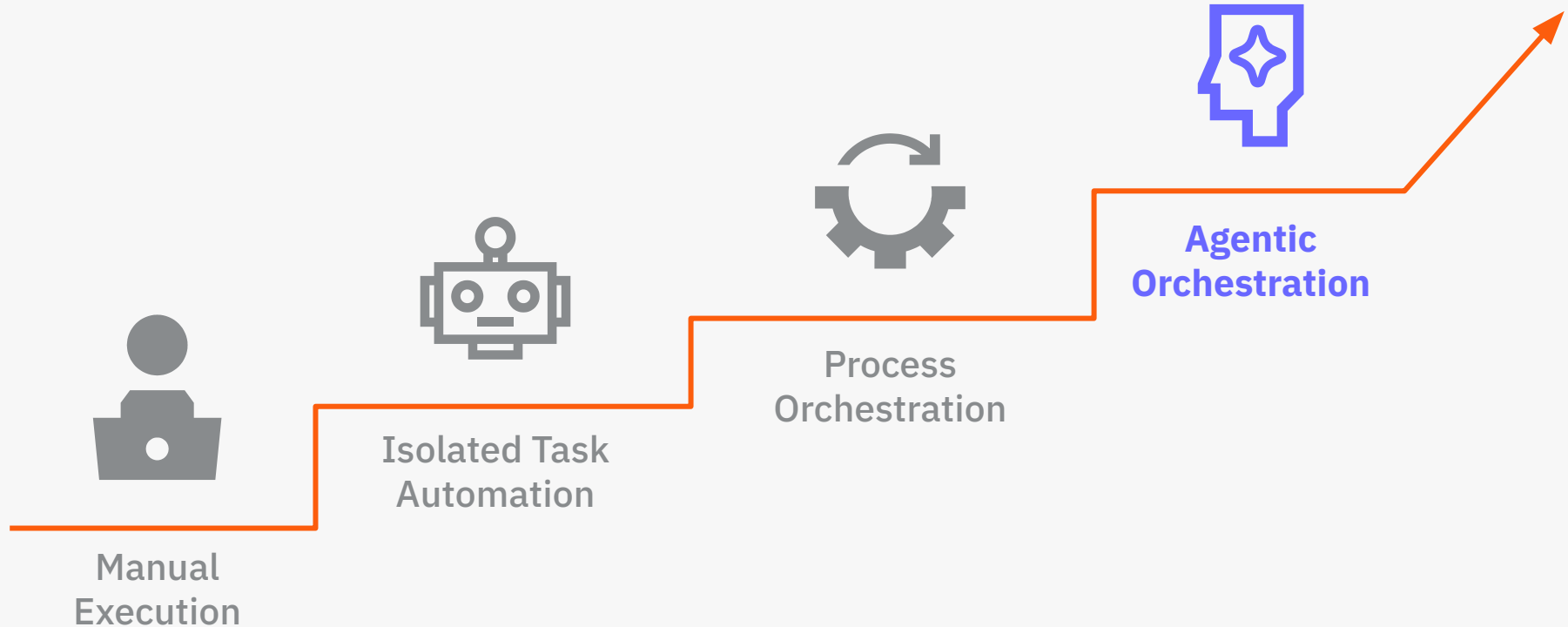
 86% reduction in effort

 98% fewer delays beyond "T+1"

 Average of 41-64 cases per FTE per day



The Evolution of Process Automation



What is needed for Agentic Orchestration?

“With the rise of Agentic AI, Business and IT leaders are grappling with fragmented systems, legacy complexity and data silos that slow down Agentic AI Adoption.

They need a **vendor-agnostic, intelligent process orchestration backbone** that builds on **existing enterprise investments** while providing the **agility and governance** needed to scale and accelerate Agentic AI solutions.

We're happy to partner with Camunda as a leading provider of such an intelligent orchestration backbone.”



Prashant Gaonkar

Global Head of Enterprise Integration and Process Orchestration Practice

The Orchestration Backbone



Executes **advanced**
workflow patterns
reliably at scale



Embeds AI to
enable dynamic
orchestration



Provides
guardrails to
mitigate risks



Orchestrates **any**
end point thanks to
true **composability**

Let's take a closer look

Dynamic Orchestration



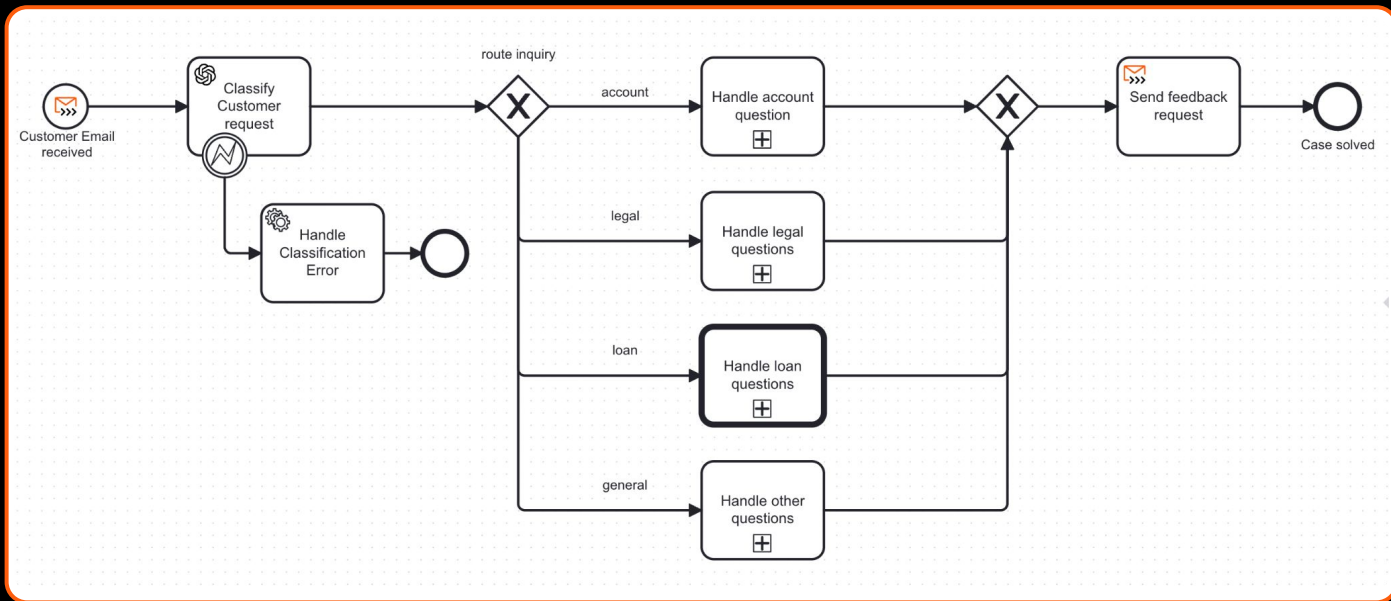
No fixed process logic

Agents decide, act,
and adapt at runtime

Deterministic Orchestration

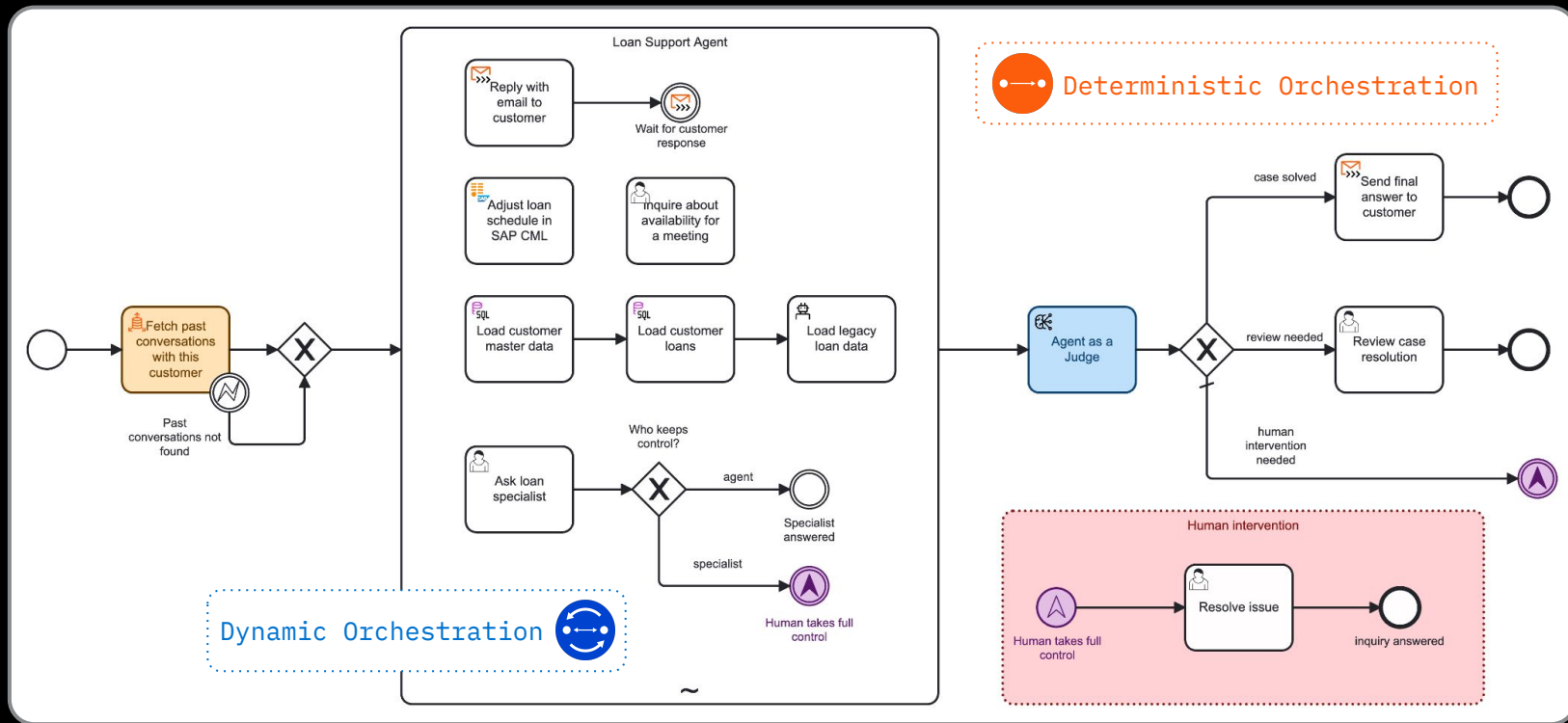
AI/LLMs can enhance individual tasks — but the process flow itself is still fully defined

Process logic is modeled as (deterministic) workflow diagram



Agentic Orchestration

Blend deterministic and dynamic orchestration seamlessly



In Camunda, agents are both orchestrated and orchestrators — a key enabler for flexible automation

Agentic Orchestration in action

Home Loan

demo.agent.camunda@gmail.com

Home Loan

My name is Marie Dubois, and I am reaching out to inquire about the house loan options available at Camunda Bank. I am interested in understanding the various loan products, interest rates, and repayment options you offer.

Please let me know if you require any specific information from my side to proceed. I am looking forward to your response.

I am also interested in an offer from your bank.

Thank you for your assistance.

Best regards,

Marie Dubois



Sans Serif



Send





Operate: Process Instance 22

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813924689

Operate

DashboardProcessesDecisions

Process Name

Banking support agent ...

Process Instance Key

2251799813924689

Version

5

Start Date

2025-05-11 08:21:42

End Date

--

Parent Process Instance K...

None

Called Process Instances

None

Customer Email received

Classify Customer request (agent)

route inquiry

account

Handle account question

legal

Handle legal questions

loan

Handle loan questions

general

Handle general questions

others

Handle others

Send feedback request

Case solved

Instance History

Show End Date

Show Execution Count

Banking support agent V2

Customer Email received

Classify Customer request (agent)

Variables

Listeners

Name

Value

Add Variable

Copy variables



Operate: Process Instance 22

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813924689

Operate

DashboardProcessesDecisions

Process Name	Process Instance Key	Version	Start Date	End Date	Parent Process Instance K...	Called Process Instances
Banking support agent ...	2251799813924689	5	2025-05-11 08:21:42	--	None	None

Banking support agent V2 > Handle loan questions

Loan related customer request

Fetch past conversations from customer

X

X

Handle customer request

X

Can be integrated into ad hoc subprocess with 8.8

action nee

Tools available to AI agent

Ask customer

Send final answer to customer

Set up customer

Details

View

Flow Node Instance Key
2251799813924711

Execution Duration
1 second

Retries Left
3

Instance History

Banking support agent

Customer Email re

Classify Customer request (agent)

route inquiry

Handle loan questions

Variables

Input Mappings

Output Mappings

Listeners

vectorDatabaseConnectorO...
{"operationType":"OPERATION_RETRIEVE_DOCUMENT","query":"My name is Marie Dubois, and I am reaching out to inquire about the house\r\nloan options available at Camunda

vectorStore
{"serverUrl":"search-camundacon-25-ams-demo-bjbkeuqheayrnkjkx2zys4hqm.aos.us-east-1.on.aws","region":"us-east-

Add Variable +

Copy variables

Modeler | Banking support ag x +

modeler.ultrawombat.com/diagrams/5c9e85be-06a6-41f4-b4af-9bde9d267620--banking-support-agent-v2?v=996,515,0.549

Home > CCON Keynote 2 > Banking support agent V2

Team AI - Enterprise

Design Implement Play

BK BR MS Versions Deploy Run

Banking support agent V2

Tools available to AI agent

- Ask customer via email
- Customer response received
- Response completed
- Send final answer to customer (before case closing)
- Set up customer meeting
- Who keeps control?
- agent
- specialist
- Human control required
- Save answer to Knowledge base
- yes
- no
- Save answer in knowledge base
- Specialist answered
- Query knowledge base
- knowledge base empty
- ignore
- Load available loan products
- Calculate loan repayments and assess affordability
- Adjust loan schedule in SAP CML
- Load customer master data
- Load customer loans
- Load legacy loan data
- Customer and loan data loaded

Properties

AGENTICAI-AIAGENT-OUTBOUND-CONNE...
Handle customer request

Model

Provider

AWS Bedrock

Specify the model provider to use

Region *fx*

us-east-1

Specify the AWS region

Model *fx*

us.anthropic.claude-3-7-sonnet-20250219-v1:0

Authentication

Authentication

Credentials

Specify AWS authentication strategy. Learn more at the [documentation page](#)

Problems 4 Variables

Check problems against: Zeebe 8.8



Operate: Process Instance 22

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813924689

Operate

DashboardProcessesDecisions

Process Name

Banking support agent ...

Process Instance Key

2251799813924689

Version

5

Start Date

2025-05-11 08:21:42

End Date

--

Parent Process Instance K...

None

Called Process Instances

None

Banking support agent V2 > Handle loan questions

Human control required

Load available loan products

calculate loan repayments and assess affordability

Adjust loan schedule in SAP CML

Load customer master data

Load customer loans

Load legacy loan data

Customer and loan data loaded

Details

View

Flow Node Instance Key

2251799813924800

Execution Duration

1 second

Retries Left

3

Instance History

Banking support agent V2

Customer Email received

Classify Customer request (agent)

route inquiry

Handle loan questions

Variables

Input Mappings

Output Mappings

Listeners

a-ams-25-demo-loan.c3qycg2e00y7.us-east-1.rds.amazonaws.com:5432/postgres","uriProperties":

data{"returnResults":true,"query":"select * from home_loan_offers;"}

database"POSTGRESQL"

Add Variable +

Copy variables



Operate: Process Instance 22

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813924689

Operate

DashboardProcessesDecisions

Process Name

Process Instance Key

Version

Start Date

End Date

Parent Process Instance K...

Called Process Instances

Banking support agent ...

2251799813924689

5

2025-05-11 08:21:42

--

None

None

Banking support agent V2

Handle loan questions

Fetch past

customer request received

No past conversations found

Handle customer request

customer interaction in long term memory

Tools available to AI agent

Ask customer via email reply

customer response

Response received

Send final answer to customer (before case closing)

Set up customer meeting

Instance History

Banking support agent

Customer Email rec

Classify Customer r

route inquiry

Handle loan questions

Details

View

Flow Node Instance Key

2251799813924887

Execution Duration

1 second

Retries Left

3

Variables

Input Mappings

Output Mappings

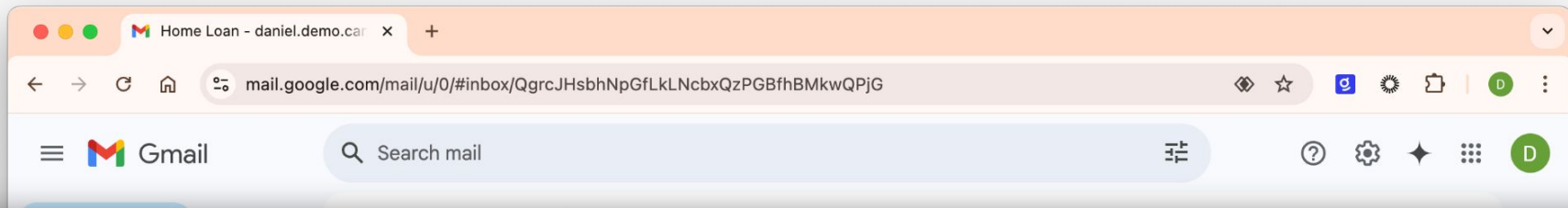
Listeners

data

protocol

Add Variable

Copy variables



D

← demo.agent.camunda@gmail.com



I am interested in option 3

Thank you.



Send



2. 15-Year Fixed Rate Mortgage

- Interest Rate: 3.99%
- Minimum Down Payment: 10% of property value

3. 20-Year Fixed Rate Mortgage

- Interest Rate: 4.25%
- Minimum Down Payment: 15% of property value





Operate: Process Instance 22

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813924689

Operate

DashboardProcessesDecisions

Process Name	Process Instance Key	Version	Start Date	End Date	Parent Process Instance K...	Called Process Instances
Banking support agent ...	2251799813924689	5	2025-05-11 08:21:42	--	None	None

Banking support agent V2 > Handle loan questions

No past conversations found

Tools available to AI agent

Ask customer via email reply

1 customer response

Response received

Send final answer to customer (before case closing)

Set up customer meeting

Details

View

Flow Node Instance Key

2251799813929447

Execution Duration

1 second

Retries Left

3

Instance History

Gateway

Handle

action n

Tools a

Tools available to AI agent

Ask customer via email reply

Wait for customer response

Variables

Input Mappings

Output Mappings

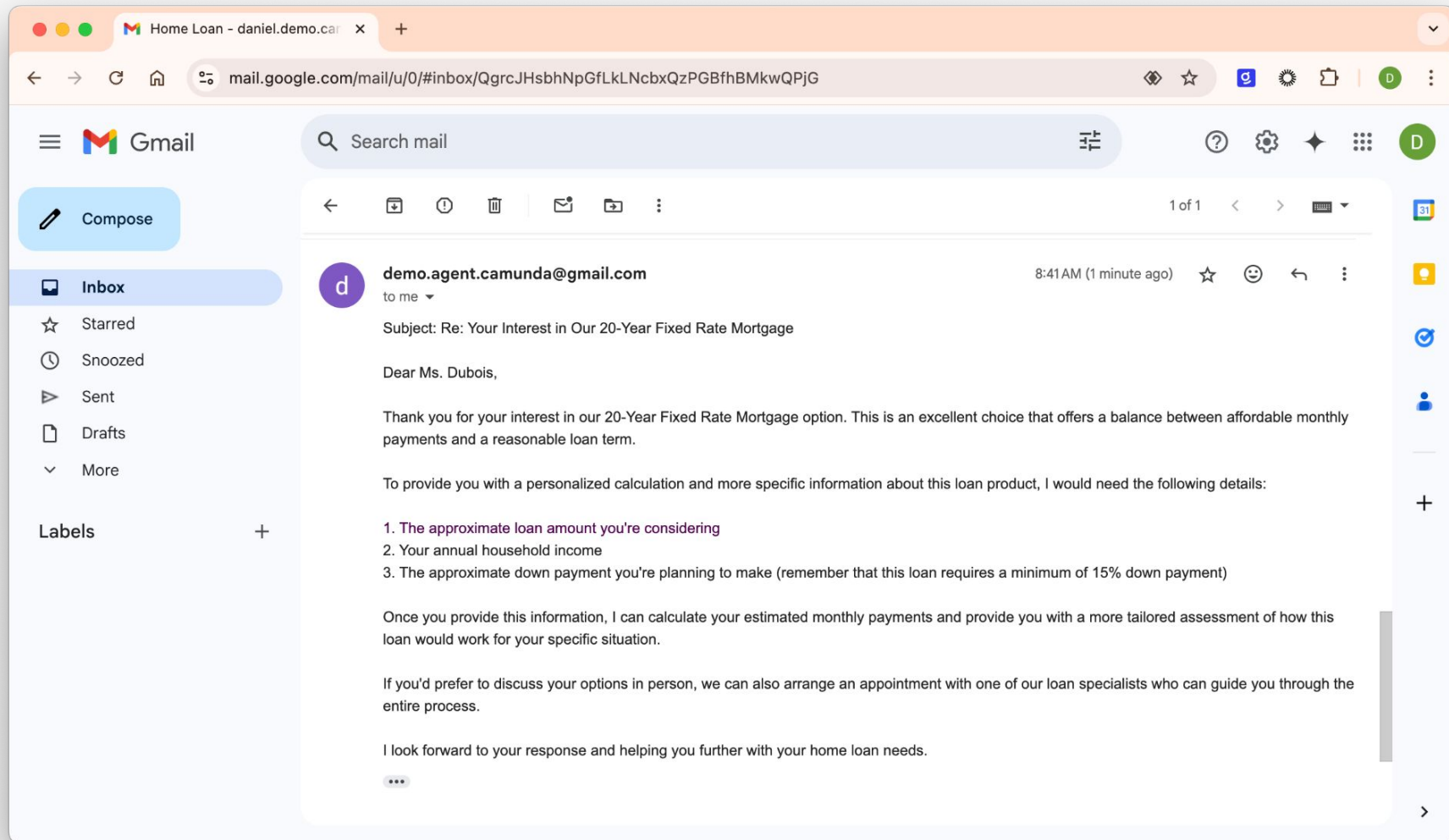
Listeners

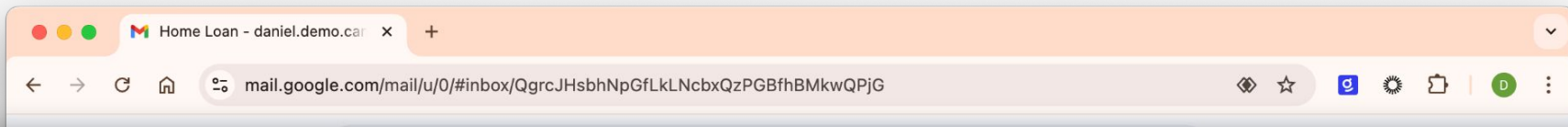
data

protocol

Add Variable +

Copy variables





D

← demo.agent.camunda@gmail.com



1. The approximate loan amount you're considering
650000

> 2. Your annual household income
90000

> 3. The approximate down payment you're planning to make (remember that this loan requires a minimum of 15% down payment)
62500



Send



I look forward to your response and helping you further with your home loan needs.





Operate: Process Instance 22 x Tasklist

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813924689

Operate

DashboardProcessesDecisions

Process Name

Banking support agent ...

Process Instance Key

2251799813924689

Version

5

Start Date

2025-05-11 08:21:42

End Date

--

Parent Process Instance K...

None

Called Process Instances

None

Banking support agent V2 > Handle loan questions

Human control required

Load available loan products

Calculate loan repayments and assess affordability

Adjust loan schedule in SAP CML

Load customer master data

Load customer loans

Load legacy loan data

Customer and loan data loaded

Instance History

Show End

Banking support agent V2

Customer Email received

Classify Customer request (agent)

route inquiry

Handle loan questions

Details

View

Flow Node Instance Key

2251799813930628

Execution Duration

Less than 1 second

Retries Left

Variables

Input Mappings

Output Mappings

Listeners

interestRate	4.25	
loanAmount	650000	
loanTermInMonths	20	
yearlySalary	90000	

Add Variable + Copy variables



Operate: Process Instance 22

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813924689

Operate

DashboardProcessesDecisions

Process Name

Banking support agent ...

Process Instance Key

2251799813924689

Version

5

Start Date

2025-05-11 08:21:42

End Date

--

Parent Process Instance K...

None

Called Process Instances

None

Banking support agent V2 > Handle loan questions

Ask loan specialist

Who keeps control?

agent

Save answer to Knowledge base

yes

no

Save answer in knowledge base

Specialist answered

Query knowledge base

knowledge base empty

ignore

Details

Open Tasklist

View

Flow Node Instance Key

2251799813930712

Execution Duration

23 seconds (running)

Retries Left

Instance History

Banking support agent V2

Customer Enquiry

Classify Customer request (agent)

route inquiry

Handle loan questions

Variables

Input Mappings

Output Mappings

Listeners

Name	Value
requestDetails	"I'm trying to calculate a monthly payment for a customer interested in a 20-year fixed rate mortgage with the following parameters:\n- Loan amount: \$650,000\n- Interest rate: 4.25%\n- ..."

Add Variable +Copy variables

Operate: Process Instance 22 x Tasklist

hel-1.tasklist.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/tasklist/2251799813963725

Tasklist

TasksProcesses

Connectors 8.8.0-alpha4.1-rc1 C...Team AI - Enterprise

All open tasks

Ask loan specialist
Banking support agent V2
Me
2 minutes ago

Medium

TaskProcess

AI agent request handling

Request Details

Request Details*

I'm trying to calculate the monthly payment for a customer with the following details:

- Property price: \$650,000
- Loan term: 20 years
- Interest rate: 4.25%
- Yearly income: \$90,000
- Required down payment (15%): \$97,500
- Loan amount: \$552,500

The calculation tool is returning a monthly payment of \$28,663.80, which seems extremely high. Could you please verify if this is correct or if there's an issue with the calculation? The expected monthly payment for this loan amount and terms should be much lower, likely around \$3,400-\$3,500.

Taking control

Assigned to meUnassign

Details

Creation date
11 May 2025 - 11:02 AM

Candidates
No candidates

Priority
Medium

Due date
No due date

Auto-select first available task



Operate: Process Instance 22 x Tasklist

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813962724

Operate

Dashboard Processes Decisions

Process Name

Banking support agent ...

Process Instance Key

2251799813962724

Version

5

Start Date

2025-05-11 10:59:19

End Date

--

Parent Process Instance K...

None

Called Process Instances

None

Banking support agent V2 > Handle loan questions

Instance History

Show End Date

Show Execution Count

Tools available to AI agent (Multi Instance)

Tools available to AI agent

Calculate loan repayments and assess affordability

Gateway_1j0oz23

Handle customer request

action needed?

Tools available to AI agent (Multi Instance)

Variables

Listeners

Name

Value

agent

{"context": {"state": "WAITING_FOR_TOOL_INPUT", "metrics": {"modelCalls": 7, "tokenUsage": {"inputTokenCount": 79884, "outputTokenCount": 22233}}}}

agentrouting

{"context": {"state": "READY", "metrics": {}}

Add Variable +

Copy variables



Operate: Process Instance 22Tasklist

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813962724

OperateDashboardProcessesDecisions

Process Name	Process Instance Key	Version	Start Date	End Date	Parent Process Instance K...	Called Process Instances
Banking support agent ...	2251799813962724	5	2025-05-11 10:59:19	--	None	None

Banking support agent V2 > Handle loan questions

Specialist answered

Query knowledge base

knowledge base empty

ignore

Human controlled request

Human control required

1

Handle customer request

Case resolved by human

Instance History

Show End DateShow Execution Count

Tools available to AI agent (Multi Instance)

Tools available to AI agent

Calculate loan repayments and assess affordability

Gateway_1j0oz23

Handle customer request

action needed?

Tools available to AI agent (Multi Instance)

Variables

Listeners

Name	Value
agent	{"context": {"state": "WAITING_FOR_TOOL_INPUT", "metrics": {"modelCalls": 7, "tokenUsage": {"inputTokenCount": 79884, "outputTokenCount": 22233}}}}
agentrouting	{"context": {"state": "READY", "metrics": {}}

Add Variable +Copy variables

Banking support agent V2 > Handle loan questions

Properties Comments

SCRIPT TASK
Calculate loan repayments and assess affordability

Script

Inputs + 4

- > interestRate
- > yearlySalary
- ▼ loanTermInMonths 🗑️
 - Local variable name
loanTermInMonths
 - Variable assignment value *fx*
= fromAi(toolCall.loanTermInYear, "The yearly income of the household.", "number")
- > loanAmount

Outputs +

Execution listeners +

Extension properties +

Example data >

Details

Bpmn:ScriptTask / FEEL expression

```
1 {  
2   "monthlyInterestRate": interestRate / 12 / 100,  
3   "monthlyPayment": (loanAmount * monthlyInterestRate) / (1 - (1 +  
4     monthlyInterestRate)**-loanTermInMonths),  
5   "annualPayment": monthlyPayment * 12,  
6   "affordable": yearlySalary * 0.33 > annualPayment  
7 }
```

Learn FEEL expressions Try FEEL Copilot

Prob

Check problems against: Zeebe 8.8



Operate: Process Instance 22 x Tasklist

hel-1.operate.ultrawombat.com/1327f462-74aa-4b37-a798-31220d20d107/operate/processes/2251799813967856

Operate Dashboard Processes Decisions

Process Name

Banking support agent ...

Process Instance Key

2251799813967856

Version

6

Start Date

2025-05-11 11:19:55

End Date

--

Parent Process Instance K...

None

Called Process Instances

None

Banking support agent V2 > Handle loan questions

No past

Tools available to AI agent

needs human resolution

Ask customer via email reply

1 customer response

Response received

Send final answer to customer (before case closing)

Set up customer meeting

Ask loan specialist

Who keeps control?

agent

specialist

Human control required

Save answer to Knowledge base

yes

no

Save answer in knowledge base

Specialist answered

Query knowledge base

knowledge base empty

ignore

Human controlled request

Human control required

Handle customer request

use re hu

+

-

Instance History

Show End Date

Show Execution Count

Tools available to AI agent (Multi Instance)

Tools available to AI agent

Calculate loan repayments and assess affordability

Gateway_1j0oz23

Handle customer request

action needed?

Tools available to AI agent (Multi Instance)

Variables

Listeners

Name

Value

agent

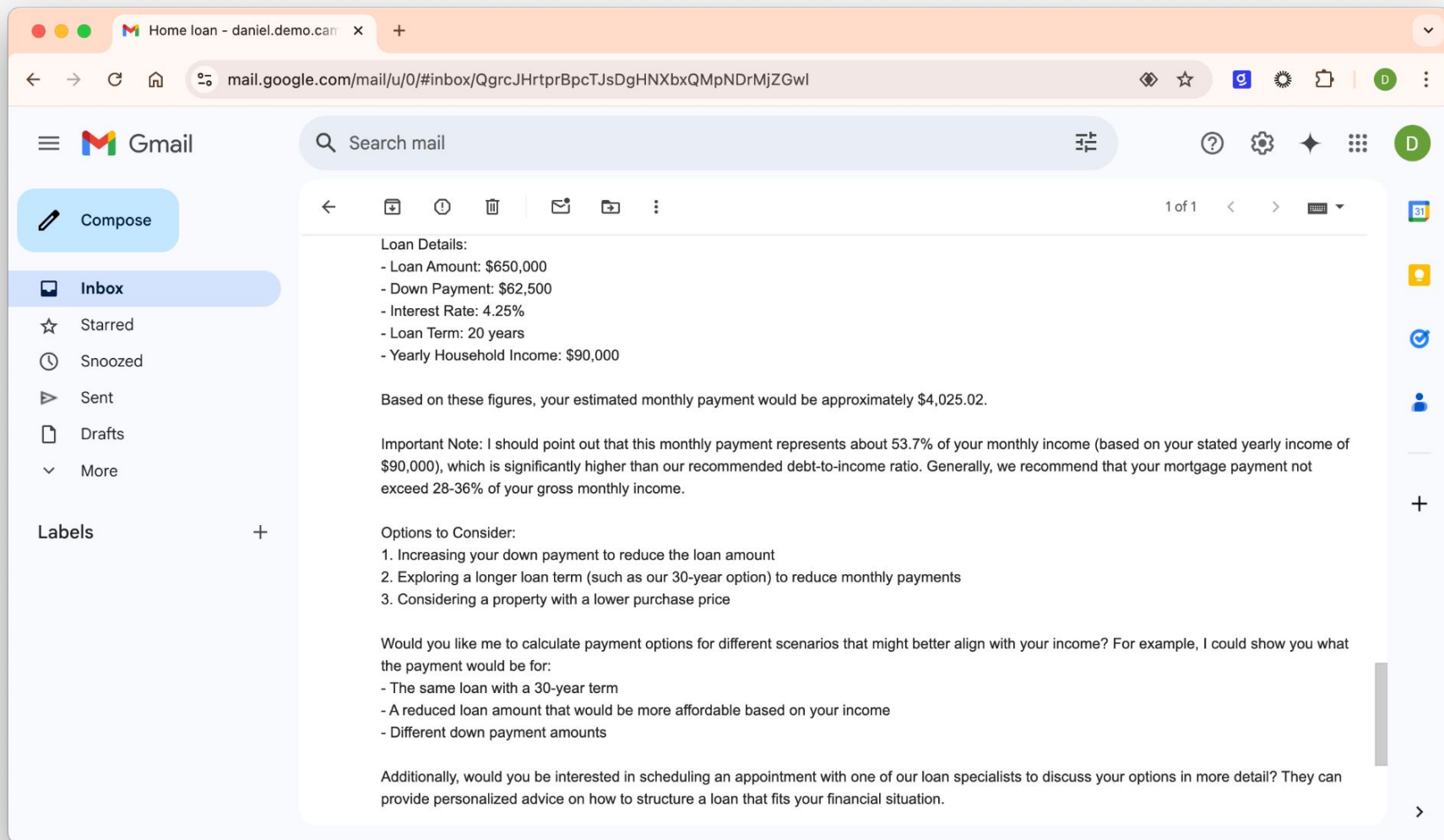
{"context": {"state": "WAITING_FOR_TOOL_INPUT", "metrics": {"modelCalls": 5, "tokenUsage": {"inputTokenCount": 47757, "outputTokenCount": 22233}}

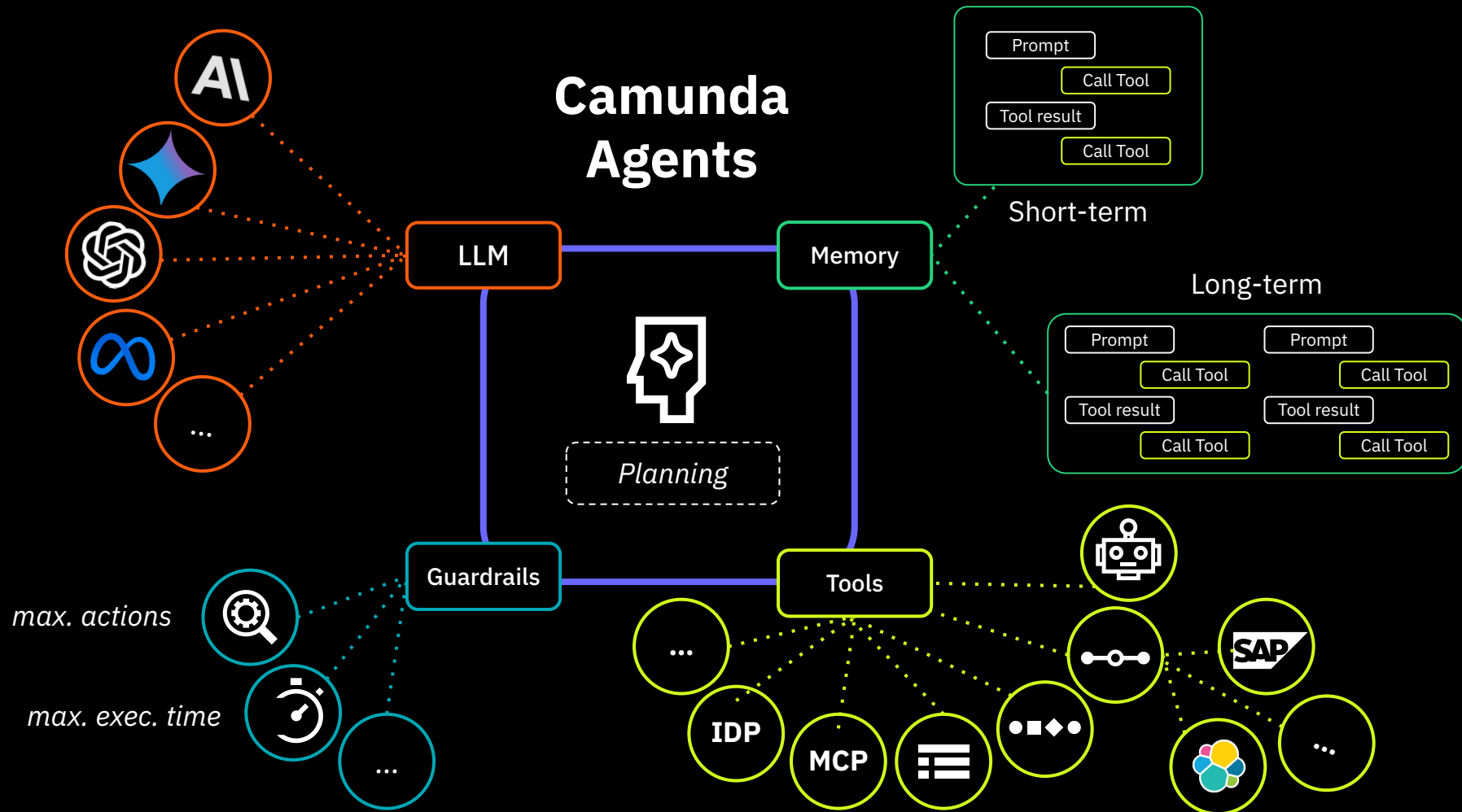
agentrouting

{"context": {"state": "READY", "metrics": {"modelCalls": 5, "tokenUsage": {"inputTokenCount": 47757, "outputTokenCount": 22233}}}

Add Variable +

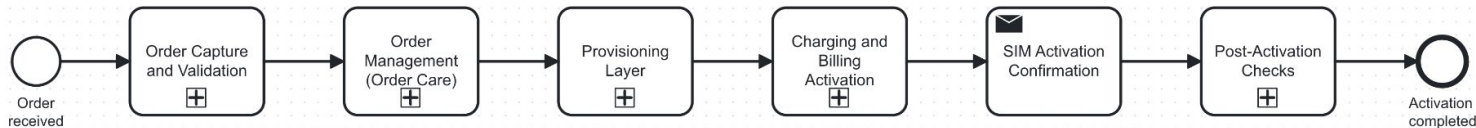
Copy variables





Straight Through Processing (STP)

A simplified **deterministic** flow for SIM card activation



User Expectation

In-store: **under 1 minute feels instant.**

Online/self-activation: 1-2 minutes is okay, but **over 5 minutes can lead to frustration.**

eSIM: instant onboarding (like an app install) is expected.

Industry Benchmark

Top-tier telcos aim for sub-1 minute eSIM or physical SIM activations.

For porting numbers, it might stretch to a few hours, but immediate interim access is often provided.

Orchestration Implication

Need for fast, streamlined execution

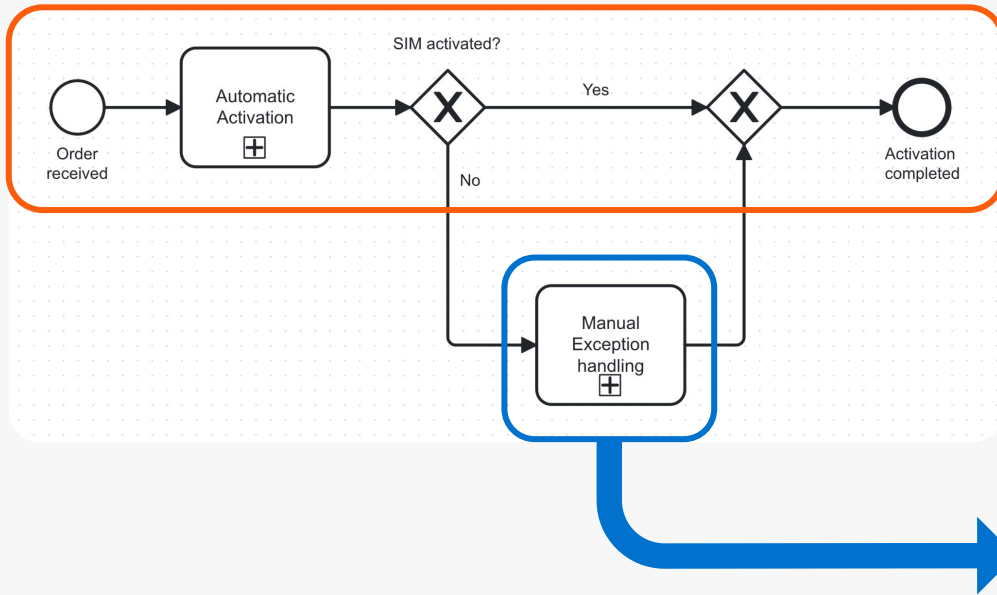
Non-simplified process has 100s of steps and complex decision logic

Best delivered with **deterministic orchestration** (modeled end-to-end using BPMN and DMN)

Handling Exceptions in Deterministic Flows



Straight through processing requires exception handling creating an “agentic opportunity”



Straight through processing (STP)

85-90% follow “happy path”, executing in a **deterministic** flow.

Exception Handling

10-15% are exceptions.

Today: high level of manual case management is inefficient, error prone, and costly.

Opportunity: adding **agents** to triage exceptions unlocks higher STP and lower cost-to-serve.

What is needed when?



Agentic Orchestration

Deterministic

- Clear, predictable paths
- Repeatable, rules-based decisions
- Fast, efficient execution
- Regulation dictates execution sequence

Enabled by

Advanced workflow patterns
Business/IT alignment on process and decision logic

Dynamic

- Flexible, context-aware choices
- AI-driven task planning
- Unstructured cases: classification, triage, or investigation
- Adaptable to data and conditions

Enabled by

Dynamic task scheduling and tracking,
AI<>Human collaboration

Real-world Process Automation requires both

Unattended Payment Terminals

payter

incentro

Our challenge

Grow our business without growing in # employees by reducing the **time spent per ticket** enabling to focus on value added work

● Employee experience



€ revenue

employees

payter

incentro

Our challenge

Improve service levels by reducing **time to response** and **time to fix** to improve our NPS.

Customer experience



NPS up



Time to response
Time to fix



pauker

incentro

Solution

Orchestrator
Custom UI
ERP
Agent
LLM Platform

Camunda
Mendix
Odoo
Camunda
CrewAI



Solution components



Time to response

4 → 1 hrs.

Time to fix

8 → 4 hrs.

Time spent

24 → 12 min.



KPIs

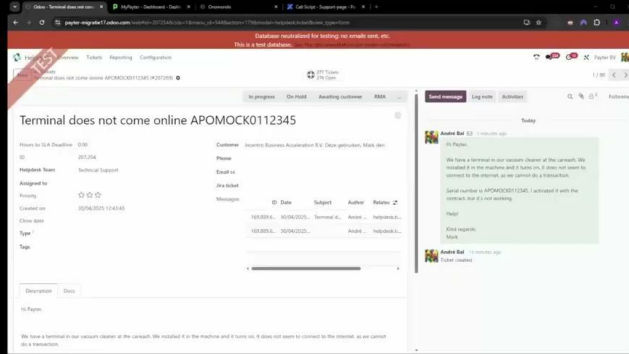


payter

incentro

Demo: technical support ticket submitted by customer

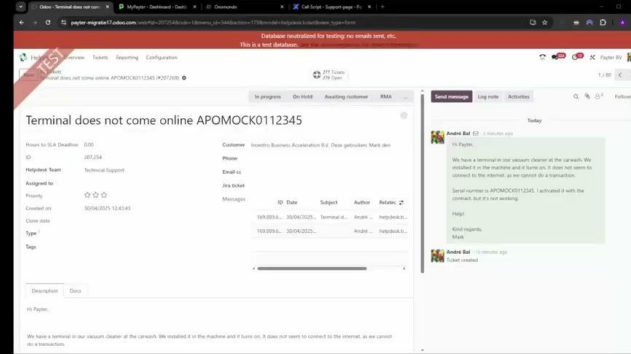
AI



- ☐ Receive
- ☐ Discover
- ☐ Respond
- ☐ Resolve
- ☐ Close

00:00:01

Human



- ☐ Receive
- ☐ Auto-reply
- ☐ Discover
- ☐ Respond
- ☐ Resolve
- ☐ Close

00:00:01

Business Value



Streamlined process

*Deterministic and non-deterministic
in one solution*



Labour time efficiency

*Time spend on customer inquiries
reduced with 50% (24 → 12 min.)*



Improved service levels

Average lead time per inquiry reduced with 58%



Future view



Automating the other 50% of inquiries



Use agent output to improve our documentation



Accelerate solving complex issues, freeing up personnel to actually work with our customers



Enabling more of our time at work to be fun



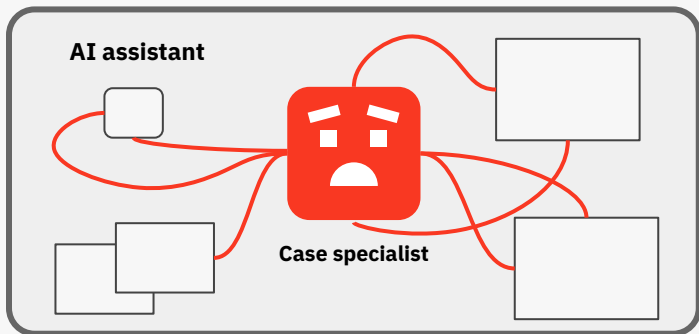
Improve our customer- and employee experience to achieve our goals: Grow, without growing.

payer

incentro



Case Management Transformed



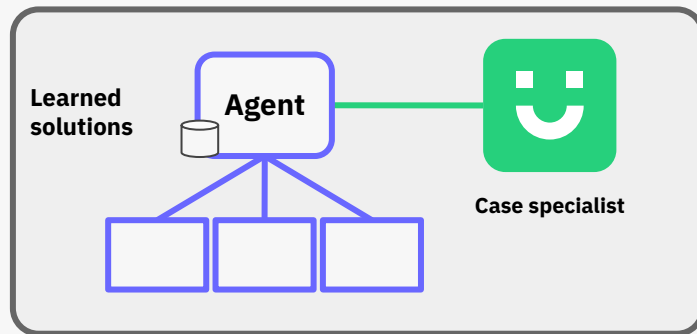
Human Owned (AI as Assistant)

- Human stays in charge
- AI supports, but doesn't drive
- Workload grows with volume
- Delays and missed follow-ups

AI = **copilot**



Paradigm shift



Agent Owned (True Automation)

- Agent resolves cases end-to-end
- Asks for and learns from human feedback
- Free up specialist time

AI = **autopilot**

How Camunda Enables Agentic Orchestration



Agentic Orchestration

Deterministic and **Dynamic** Orchestration
High volume STP and flexible case management.
Agents that plan, adapt and decide.

Enabling Capabilities

Integration

Pro-code to no-code
framework
>100 ootb integrations

Task Automation

Native support for HITL,
Task Agents, DMN, RPA
and IDP, integrate with
any 3rd party automation

Orchestration

Highly-scalable,
Resilient, cloud native
workflow engine
(Zeebe)

Embedded AI

Pluggable
AI integration,
safe and governed

Unique Foundation

Open, Collaborative, Scalable, Composable, Intelligent

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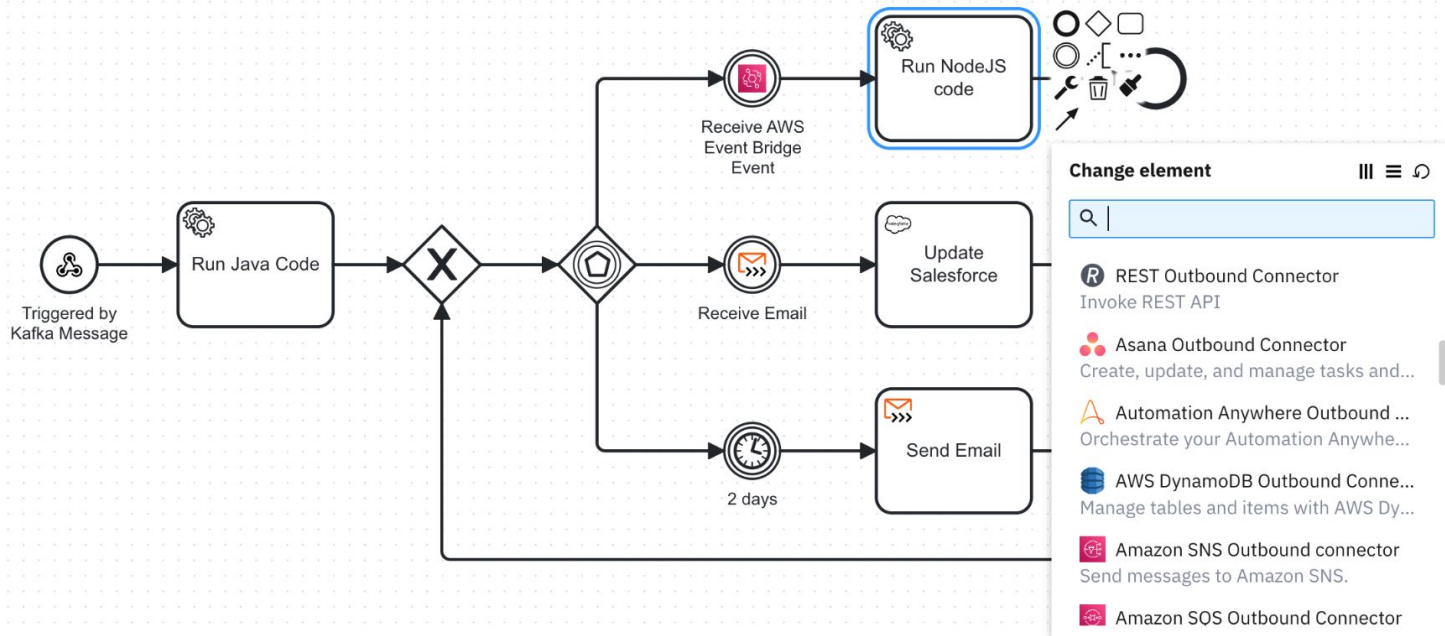


Unique Foundation

Open, Collaborative, Scalable, Composable, Intelligent

Integration

Camunda connects agents, people, and systems -
Orchestrate across your entire enterprise stack.



40+ core back-end systems that Camunda connects to providing an agile and adaptable layer in the architecture with nearly 200 processes and 1000's of distinct tasks. T-Mobile, Austria

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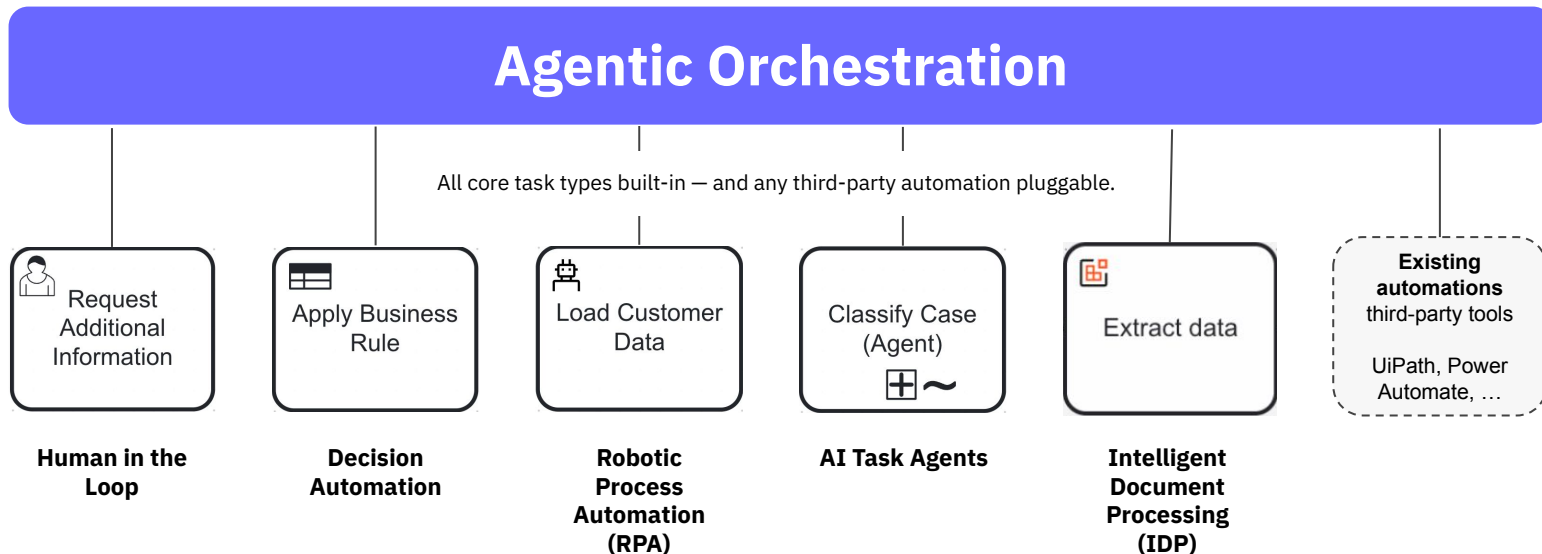
Unique Foundation

Open, Collaborative, Scalable, Composable, Intelligent

Task Automation



Camunda delivers every task automation capability needed to power true end-to-end orchestration — with the flexibility to orchestrate any existing automation.



“With Camunda, we’re not forced to choose between using best-in-class tools and achieving end-to-end orchestration. It gave us the **full set of automation capabilities we needed** — **and** the **freedom to integrate our existing systems** seamlessly. That flexibility has been critical in modernizing our processes without starting from scratch”

- Daivish Shah, Enterprise Integration Architect

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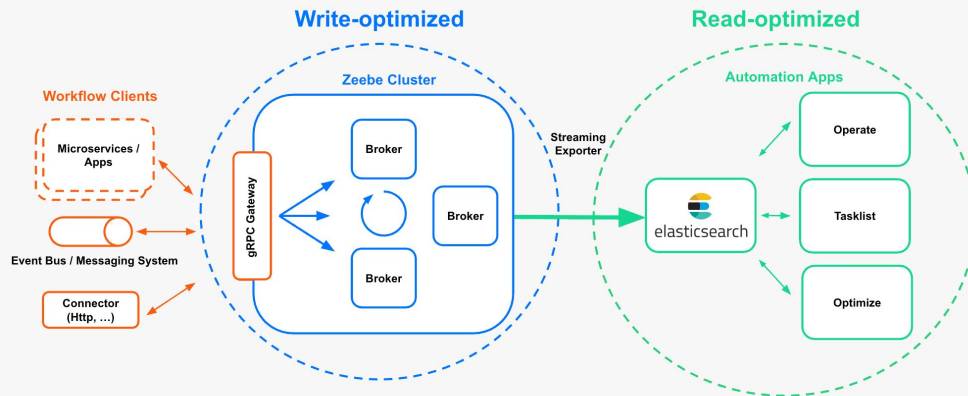
Orchestration Engine (Zeebe)



Built from the ground up to power high-performance, reactive and adaptive workflows

Powerful Execution

- Native BPMN Support
- Long-running, low-latency execution
- High throughput, event-driven, horizontally scalable and resilient
- Dynamic and stateful task coordination



Visibility and Control

- Operate, Tasklist, Optimize: full visibility into running processes
- Built-in governance and monitoring tools

Deployment Flexibility

Local Development | Self-managed | Hosted / SaaS



"Performance and handling the load was crucial for us." "Camunda...delivered!"

10 million daily parcels **500 updates / second** during peak hours

How Camunda Enables Agentic Orchestration



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Embedded AI



The “brain” behind dynamic orchestration

Built-In Intelligence

Out-of-the-box support for LLMs, RAG, prompt chaining, and memory

Open & Composable

Bring your own models, frameworks (e.g. Spring AI), or vector stores

Governed & Safe

Human-in-the-loop controls and deterministic fallback via BPMN and DMN
Built-in transparency, testability, and observability
Enforceable boundaries keep AI outputs safe and auditable

Future-Proof

As AI evolves, your orchestrations evolve with it
New models, smarter agents, and changing use cases — all handled without re-architecting



Orchestration Engine (Zeebe)

Built-in agent framework with pluggable AI connectors

Out of the box AI Connectors

Based on LangChain4J

LLM

RAG



Build your own
connector

Bring your own models, stores, and embeddings

AWS Bedrock
Anthropic
OpenAI

Elasticsearch
Opensearch

Connect Custom
Models
or Stores

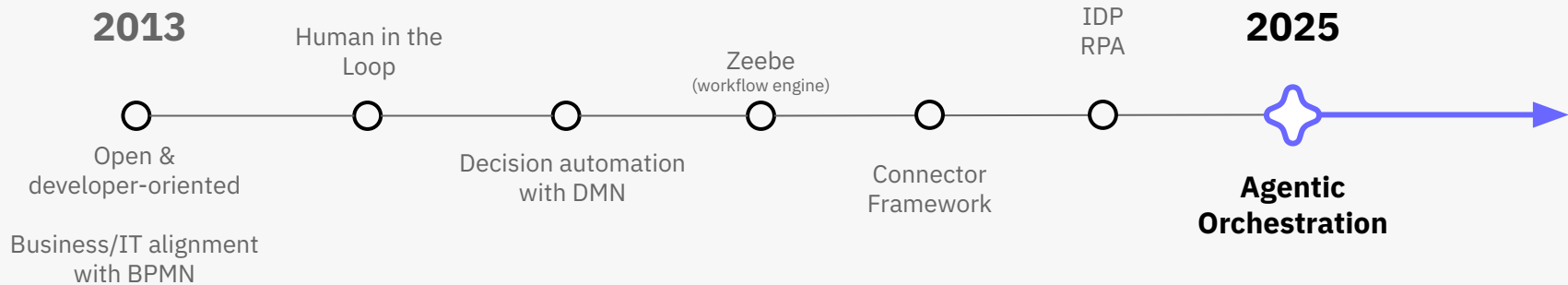
“With Camunda, we were able to bring AI into real production workflows — safely, visibly, and fast.” – VP of Automation, Global Bank

A Long-Term Vision, the Next Chapter



End-to-end Process Orchestration

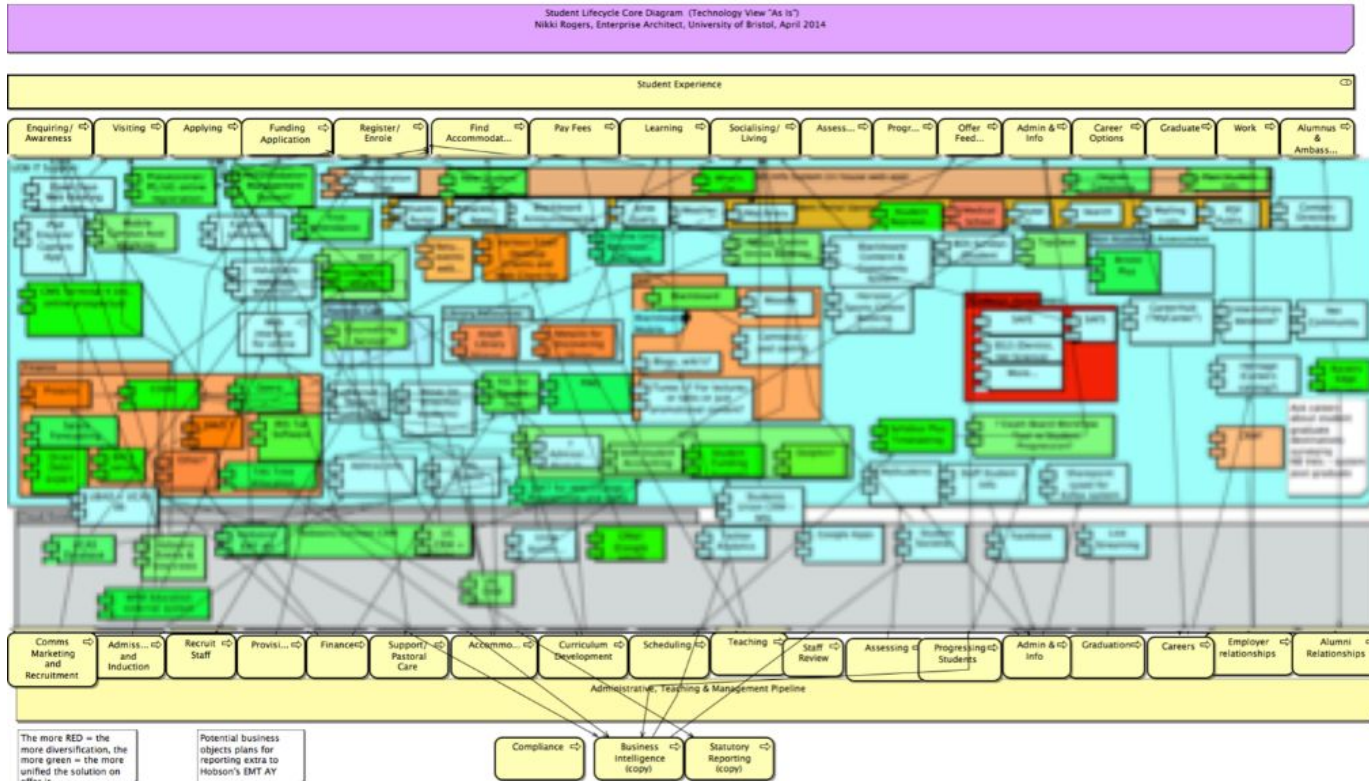
Collaborative, Open, Composable, Scalable, *Intelligent*



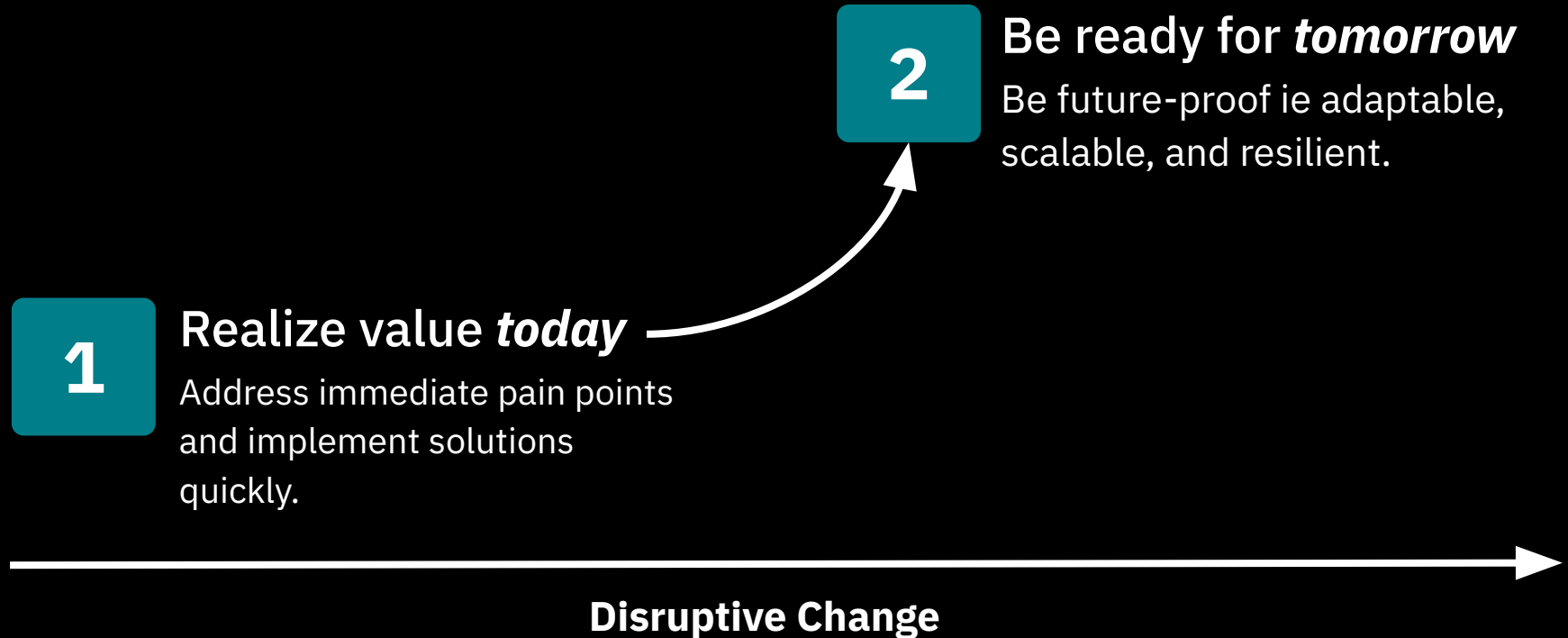
Team | Culture | Community | Customers | Partners

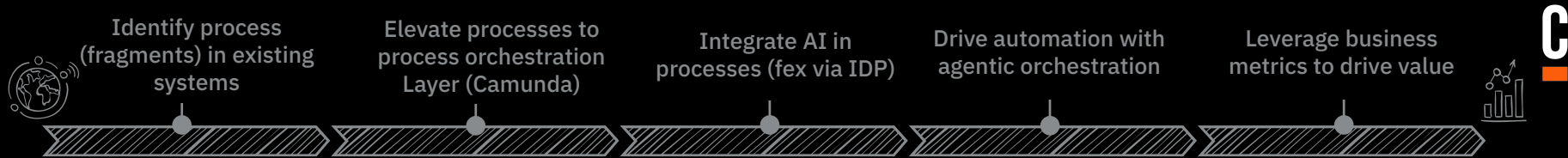
Towards the Autonomous Enterprise

Just throw in AI?

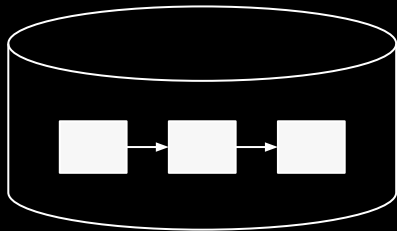
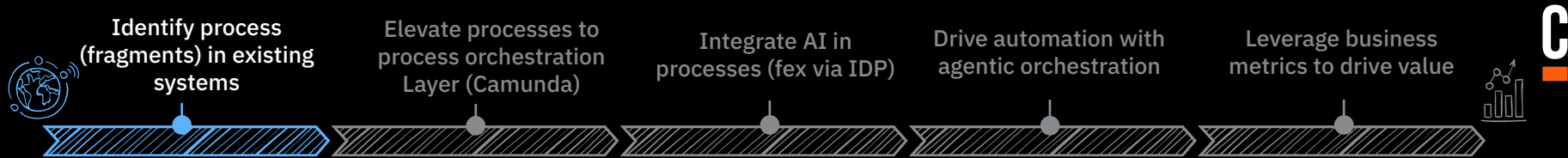


Drive the *right* Process Architecture



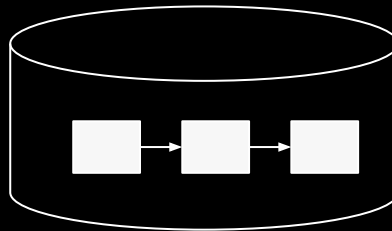


Roadmap towards the Autonomous Enterprise



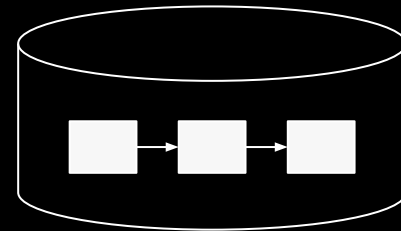
Off-the-shelf products

SAP, Salesforce, Netsuite, ...



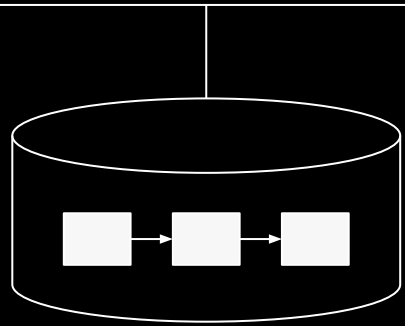
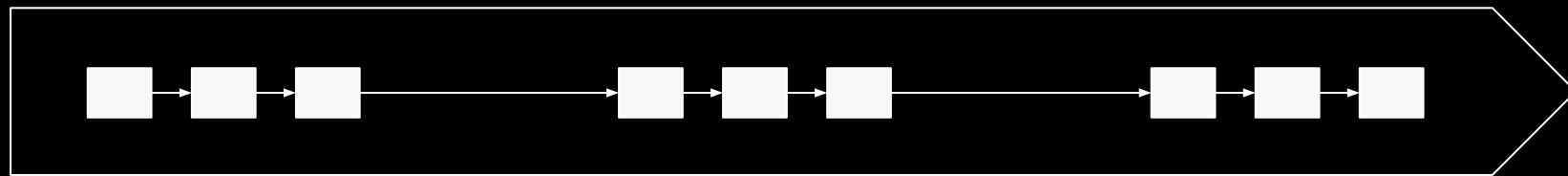
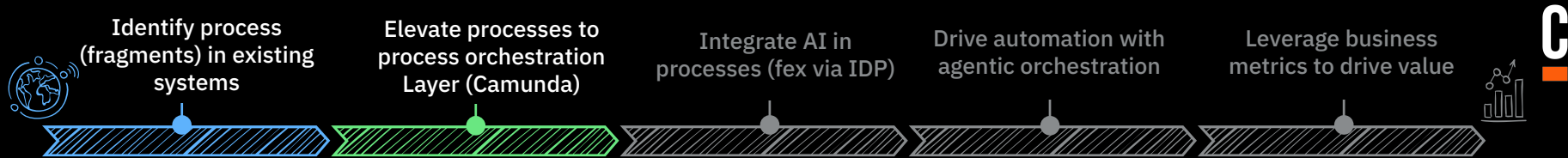
Homegrown systems

COBOL, Java, .Net, ...



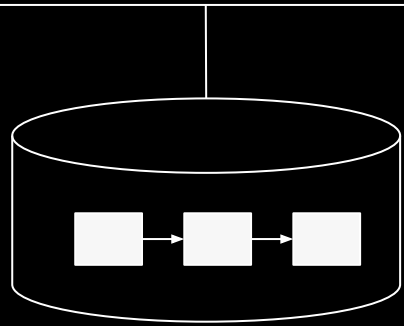
Automation Point Solutions

RPA, iPaaS, ...



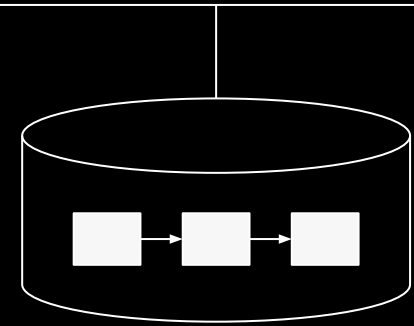
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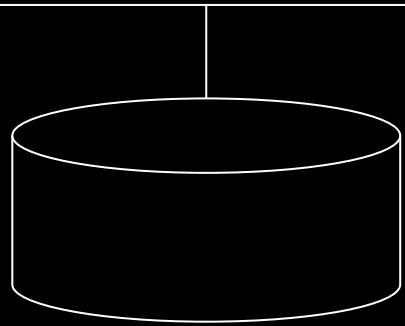
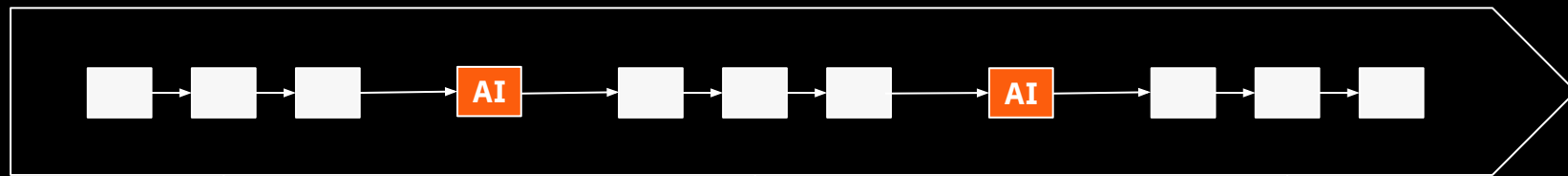
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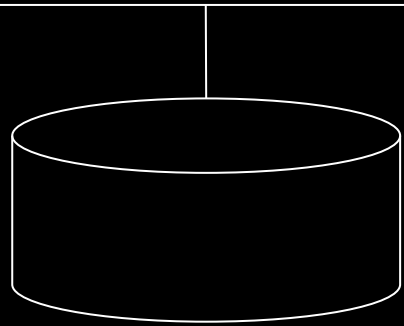
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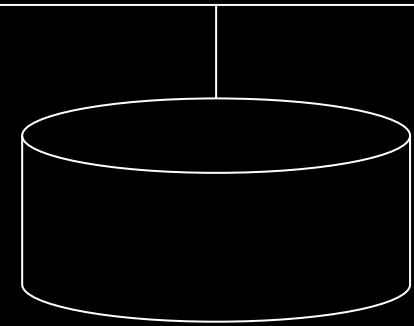
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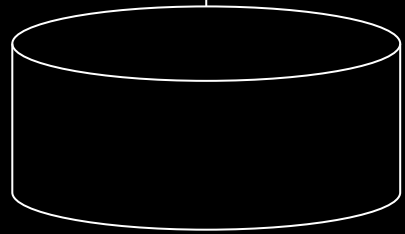
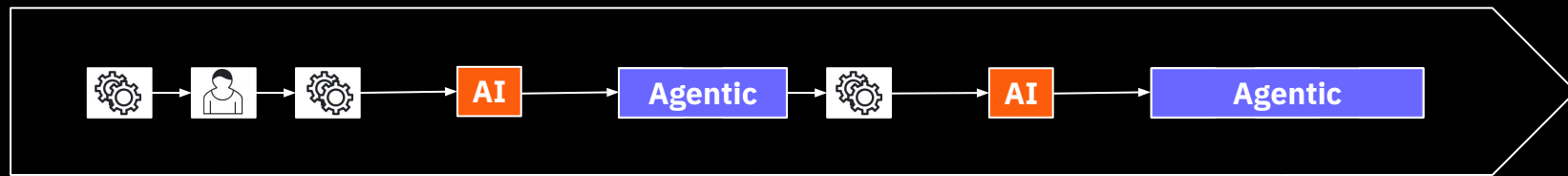
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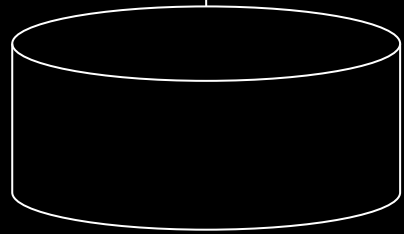


Automation Point Solutions

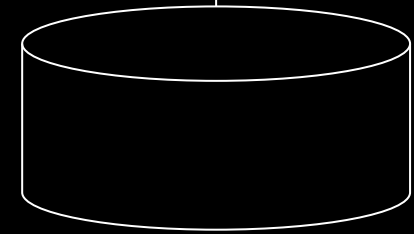
RPA, iPaaS, ...



Off-the-shelf products
SAP, Salesforce, Netsuite, ...



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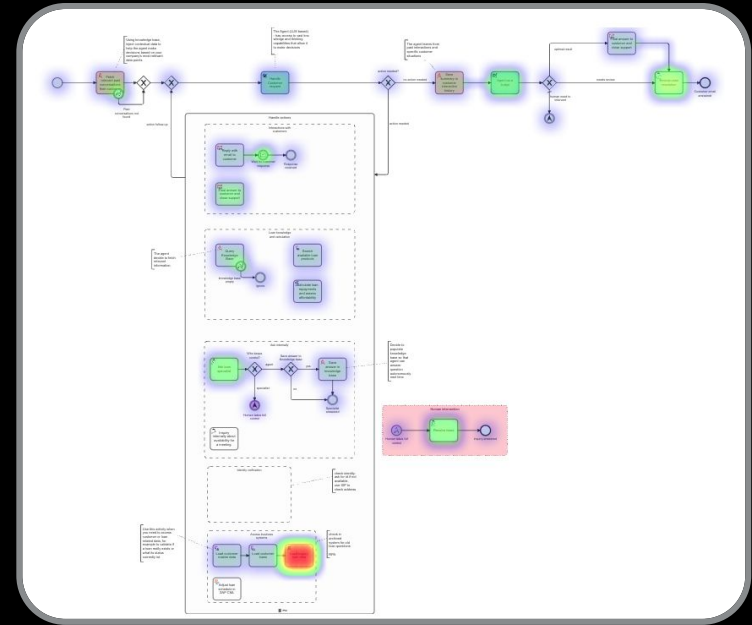


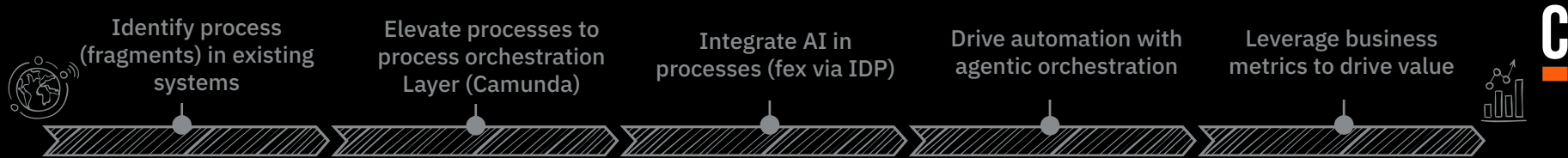
Automation Point Solutions
RPA, iPaaS, ...



Leverage business metrics to drive

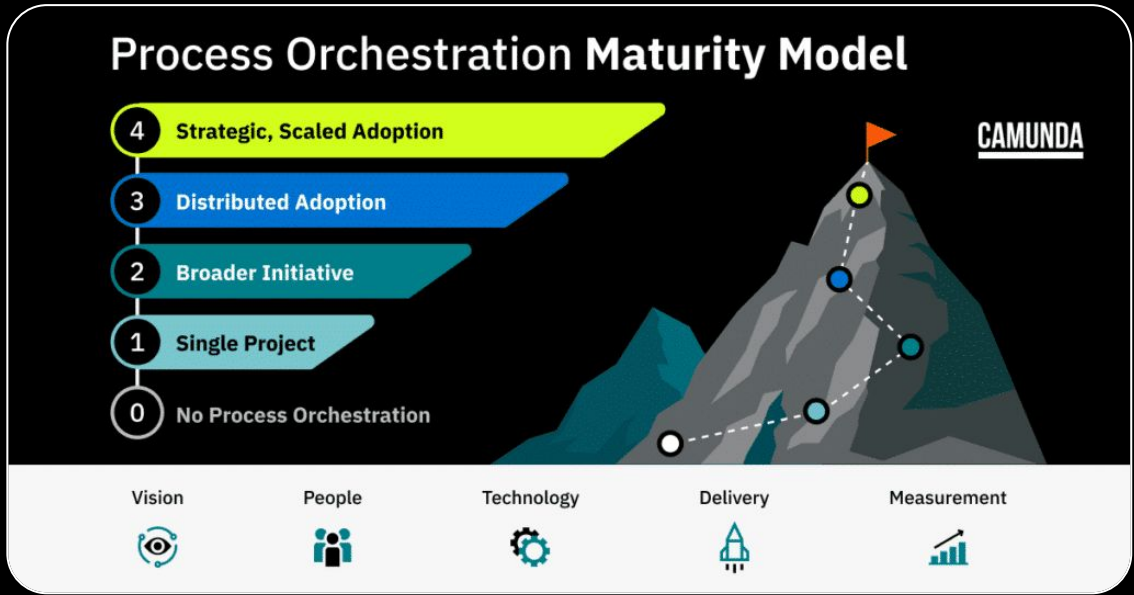
- Better customer experience
- Higher revenue
- Realized savings
- Reduced error rates
- Higher compliance
- ...





Executing the steps above for a **first process** realizes immediate value.

Expanding the adoption to the **entire process landscape** leads to the highest levels of maturity, to realize the AI-enabled organization.



About Nord/LB

- One of the largest commercial banks in Germany
- €114B assets
- ~4,000 employees

Value realized with Camunda

- ~50 business cases in production increasing process efficiency
- > 75% fully automated mail processing
- > 1500 users on Camunda driven, internal GenAI chatbot
- enhanced service quality in incident related errors

NORD/LB



Dr. Leander Fiedler
Area Lead Automation

Wrap-up

Agentic Orchestration is *here*

