



AI



Top AI trends in 2025 – and what to expect in 2026

How AI agents dominated the business landscape in 2025
– and the 2026 innovations to watch for

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Executive Summary

From the emergence of copilots to autonomous agents, AI technology is becoming more prevalent and mainstream across industry sectors. According to **McKinsey's** "State of AI in 2025" report, 62% of survey respondents answered that their companies are at least experimenting with AI-enabled agents. 

Here's a look at the top 6 AI trends that dominated 2025 – and some insights into what to expect in 2026.

Trend#1 – Agentic AI and autonomous agents

Among the leading developments in 2025, AI technology transitioned from "passive" copilots to "active" agents, capable of autonomously executing human tasks, making business decisions, and implementing an end-to-end business workflow. For instance, in the healthcare domain, AI-enabled agents can coordinate patient flow, automate clinical documentation, and manage user authorizations.

Similarly, in the retail domain, AI agents can monitor real-time inventory updates, coordinate suppliers, personalize customer engagement, and forecast demands. In banking and financial services, **Agentic AI platforms** are streamlining compliance checks, risk assessments, customer onboarding, and financial transaction monitoring. The **best AI agent platforms** can embed agents to automate complex, multi-step processes and continuously optimize them. 

Trend#2 – Predictive analytics & decision intelligence

The year 2025 also witnessed the business use of AI-enabled predictive analytics to make informed decisions. According to **Forrester**, predictive analytics delivers strong business impact, with organizations reporting an average ROI of 145%. Enterprises are leveraging predictive analytics to forecast customer churn, product demands, and business revenues more accurately.

On a parallel note, the rise of autonomous AI agents in 2025 is boosting decision intelligence in the business domain. AI agents can proactively define business goals, make decisions, and implement multi-step processes or workflows – for instance, automating customer service interactions or managing supply chain logistics (with minimum human intervention).



Trend#3 – Intelligent automation & workflow orchestration

An interesting shift observed in 2025 is the gradual transition of AI from being simply “tools” to “systems,” capable of automating a complex, multi-step workflow across diverse systems. Enterprises are demanding AI-enabled orchestration as much as automation. This allows AI systems to connect diverse systems, automatically trigger workflows, and self-learn from previous actions without any manual oversight.

Agentic AI technology is also redefining intelligent automation by positioning AI agents practically as “co-workers,” to collaborate with human employees, anticipate their needs, and take proactive actions. As digital “colleagues,” AI agents are increasingly being deployed for use cases like IT service management, contract reviews, and knowledge retrievals.

Trend#4 – Enterprise-wide AI integration

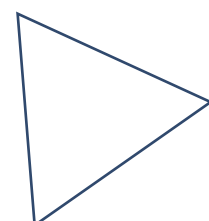
2025 also marked the year when organizations moved from AI pilot projects to enterprise-wide implementation and integration. This year, there was a renewed focus on a unified digital ecosystem comprising integrated AI systems and legacy infrastructure. Instead of operating as a siloed tool, enterprises expect AI to operate across their existing systems, including CRM, ERP, and IT support desks.

For a successful AI implementation, enterprises need a cross-functional AI strategy that aligns across business units, along with robust data governance and decision-making capabilities. The future is definitely centered around “AI everywhere,” instead of “AI somewhere.”

Trend#5 – AI-powered customer support

According to [Zendesk](#), nearly 50% of customers perceive AI agents to be empathetic when addressing their concerns. Nearly 69% of companies believe Generative AI can humanize their customer interactions. Intelligent agents are empowering customer support teams with real-time suggestions to address customer concerns. Further, by automating routine tasks in customer support, AI is enabling human agents to focus on more strategic work.

Going forward, AI can play a critical role in 100% of customer interactions, including issue resolution, ticket summarization, personalized responses, and routine tasks. Besides, the emergence of contact center AI solutions can further improve agent productivity, decrease the volume and duration of service calls, and deliver an exceptional customer experience.





➤ Trend#6 – AI upskilling & organizational change

A 2025 **AI upskilling** report found that 80% of professionals are using GenAI to learn new skills, while 60% use it in their daily work. Among the prevailing trends, companies are investing in training their employees on how to work with AI-enabled systems. There's a growing industry demand for related skills such as prompt engineering and data engineering. AI-powered learning platforms are enabling personalized learning with user-friendly onboarding modules and "explainable AI" to simplify AI adoption and usage.

Besides upskilling, organizations are also adopting effective change management strategies to transition to an AI-ready enterprise. AI is driving organizational change with a leadership mindset focused on AI ethics, governance, and workforce upskilling.



What to expect in 2026

As we enter 2026, here are 7 possibilities to watch out for in the AI domain:

1. Multi-agent systems



While 2025 was about the emergence of the AI-enabled agent, 2026 will be about the rise of multi-agent systems that can deploy many agents to collaborate on complex tasks. For instance, a sales agent (in Salesforce) can now communicate with an inventory agent (in SAP ERP).

As the only Agentic AI platform, Onix's Wingspan can help enterprises deploy multi-agent systems with many AI agents operating on a unified technology stack. This is expected to elevate agent-enabled automation to the next level.

2. Prescriptive AI



In 2026, more enterprises will leverage AI technology not simply to predict trends (using predictive AI), but to achieve specific business outcomes based on optimal actions (using prescriptive AI). Prescriptive AI involves the use of optimization algorithms and models to recommend the most suitable form of action.

In short, prescriptive AI is all about shifting the business perspective from “what’s going to happen” to “what needs to be done and why.” As an example, healthcare companies can leverage prescriptive AI to:

- Personalize and plan treatment methods for each patient.
- Optimize the use of available resources.

3. Autonomous workflows

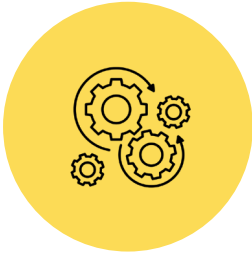


In the coming year, the business domain can also expect to see the transition from traditional rule-based automation to autonomous workflows. As a self-directing process, autonomous workflows will leverage AI, machine learning, and Robotic Process Automation (RPA) to implement complex tasks without (or with minimal) human intervention.

While AI is the “brain” of these workflows, machine learning can actively improve workflow performance using historical data analysis. RPA is effectively the “execution” layer, managing routine tasks and delivering intelligent process orchestration.



4. Unified AI fabric



The year 2026 will also be a milestone year for AI maturity, when it moves from the experimentation phase to a unified system, connecting AI, data, and process workflows. Instead of operating as another feature, the unified AI fabric will serve as an integrated layer across business tools.

Here's what this unified AI fabric promises:

- Shared language models across business applications.
- Real-time data flow between cloud applications.
- Centralized AI governance and policy enforcement.
- Middleware layers between CRM, ERP, customer support, and collaboration tools.

5. Autonomous Tier-1 customer support



A 2025 [Gartner](#) report forecasts that 80% of customer service issues will be handled entirely by AI agents autonomously without human intervention by 2029. AI-powered customer support agents are now capable of handling complex customer requests, understanding human emotions, and displaying nearly human understanding.

For enterprises, this means instant response to customer calls (with zero wait time) and empathetic responses to customers. Human agents can now transition to higher-value tasks with specialized problem-solving capabilities and relationship management.

6. AI proficiency

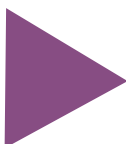


Despite the growing interest, AI proficiency remains low in 2025. Here are some recent numbers:

- Only **10% of the workforce** is AI-proficient.
- **81% of employees** don't know how LLMs generate accurate responses.
- According to [Pew Research](#), while many users trust AI-generated responses, far fewer consistently question or verify them, highlighting a gap in understanding how and when AI can hallucinate.

In 2026, more companies will focus on AI proficiency ahead of AI literacy, with measures such as:

- Building AI prompt engineering skills.
- Assigning AI specialists at the department level.
- Performing continuous model evaluation.





7. Responsible AI

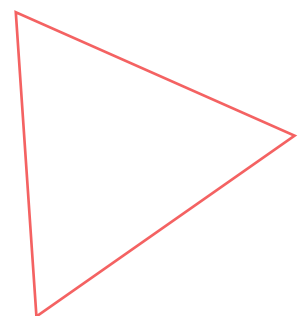


With AI technology making autonomous decisions, Responsible AI will transition from a best practice to a mandatory business requirement. At the enterprise level, decisions in 2026 will largely depend on AI trust, transparency, and governance.

More enterprises will demand:

- Integrated AI bias detection and mitigation
- Decision logs and audit trails for transparency
- Data residency, privacy, and security controls
- Compliance with changing global regulations

AI platforms with built-in governance design - instead of add-on controls - will gain enterprise trust and adoption.



Final takeaway

It's clear that AI is the dominant technology in 2025 and promises to reach a higher maturity level in 2026. AI-powered agents are expected to proliferate next year and take over more tasks and decision-making. Enterprises with a clear business strategy can succeed at leveraging AI across their processes and functions.

With years of expertise in AI solutions, **Onix** can help you with customized solutions to address your unique business challenges. Our AI-enabled **customer engagement platform** is just one facet of our commitment to deliver business transformation. **Contact** our AI experts now.

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