CLOUDERA

How 5 Key Industries are using Agentic AI in 2025

Enterprise interest in agentic AI is skyrocketing. These next-generation systems are being adopted across industries to enhance efficiency, reduce costs, and elevate customer experiences. To explore how enterprises are using these agents in practice, Cloudera surveyed over 1,400 IT leaders globally across five major sectors.
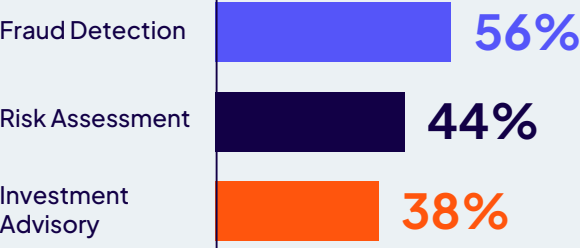
Enterprises are already putting AI agents to work, tailored to each industry's priorities.
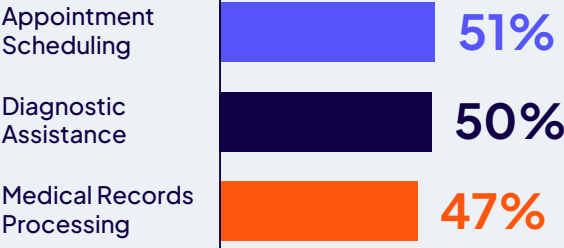
96%

96% of organizations plan to expand their use of AI agents in the next 12 months.
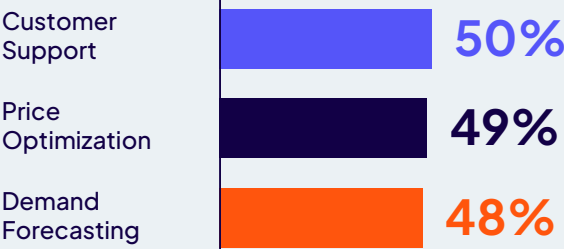
Top Use Cases by Industry

Finance & Insurance

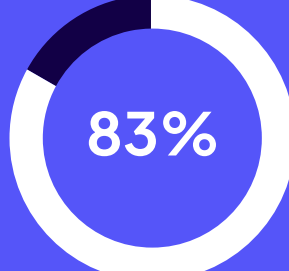|	
Fraud Detection	56%
Risk Assessment	44%
Investment Advisory	38%

Healthcare

Appointment Scheduling	51%
Diagnostic Assistance	50%
Medical Records Processing	47%

Manufacturing

Supply Chain Optimization	49%
Process Automation	48%
Quality Control	47%

Retail & E-Commerce

Customer Support	50%
Price Optimization	49%
Demand Forecasting	48%

Telecommunications

Customer Support Bots	49%
Customer Experience Agents	44%
Security Monitoring Bots	49%

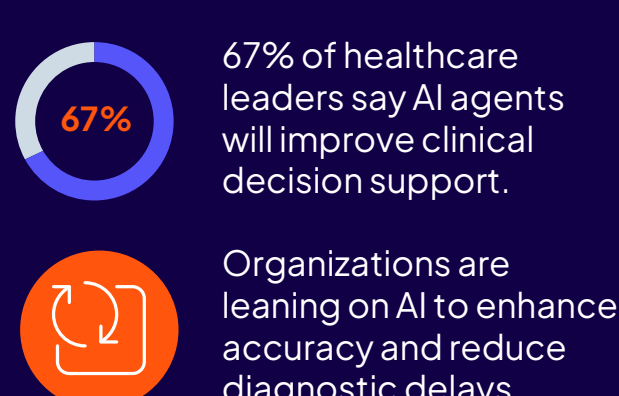**AI agents are gaining momentum fast, driven by confidence, strategy, and measurable impact.**

83%

83% of enterprises say investing in AI agents is essential to stay competitive in their industry.

Finance & Insurance

80%
80% of organizations are confident in their agents' transparency and explainability.

Trust and compliance are accelerating deployment in client-facing workflows.

Healthcare

67%
67% of healthcare leaders say AI agents will improve clinical decision support.

Organizations are leaning on AI to enhance accuracy and reduce diagnostic delays.

Manufacturing

72%
72% of manufacturers plan to expand agentic AI use in operations in the next year.

Agentic AI is becoming central to efficiency, uptime, and safety initiatives.

Retail & E-Commerce

69%
69% of retail organizations say AI agents are key to customer personalization strategies.

Brands are using agents to tailor experiences and drive loyalty in competitive markets.

Telecommunications

75%
75% of telecom leaders say AI agents will be core to customer retention strategies by 2026.

Agents are helping predict churn and optimize support across channels.

Agentic AI is already transforming how enterprises operate by automating complex workflows, accelerating decision-making, and improving service delivery. But unlocking its full potential requires scalable infrastructure, strong governance, and proximity to trusted, high-quality data. Cloudera provides the modern data platform enterprises need to power responsible, real-time AI agents at scale.

Download the full report, here.