

Google Cloud

mad.in.api

Apigee mad\_in\_api

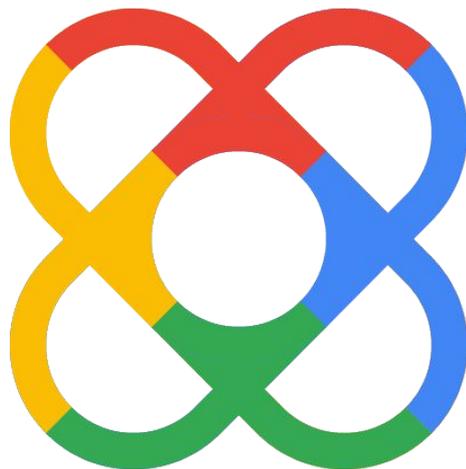
# TechTalk & Office Hours



Apigee



Application  
Integration



October 16, 2025

Apigee & Application Integration Community

# mad\_in\_api

Apigee & Application Integration Community

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This community born in Madrid, has evolved into a **global network** for **Apigee and Application Integration enthusiasts**.

Our goal is to **empower knowledge sharing**, **accelerate adoption**, and build a **strong connected community** of worldwide.



# mad\_in\_api

## Apigee & Application Integration Community

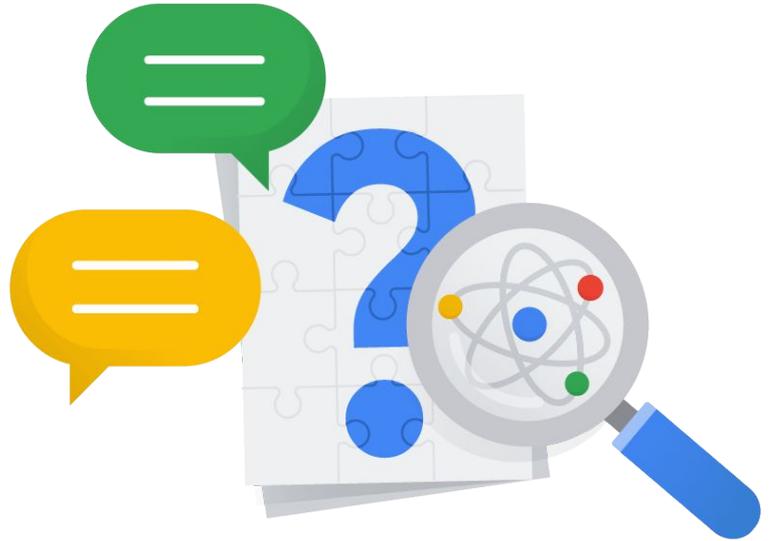
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### Our Simple Rules

- 01** A tech talk presentation by Google Cloud experts
- 02** Q&A & office hours discussion at the end, deeper topics can be taken to the community forums.
- 03** We meet every Thursday at this time, except for holidays or other exceptions.
- 04** Sessions will be recorded and shared in the Google Cloud Community, along with slides and other materials.
- 05** Volunteers wanted! Just reach out if you'd like to present.

# Q&A

Don't forget to drop your questions or comments in the Q&A section -  
Or raise your hand.



# Meet your Speaker



**Pulkit Mathur**  
Customer Engineer

# **Agents Beyond the Basics**

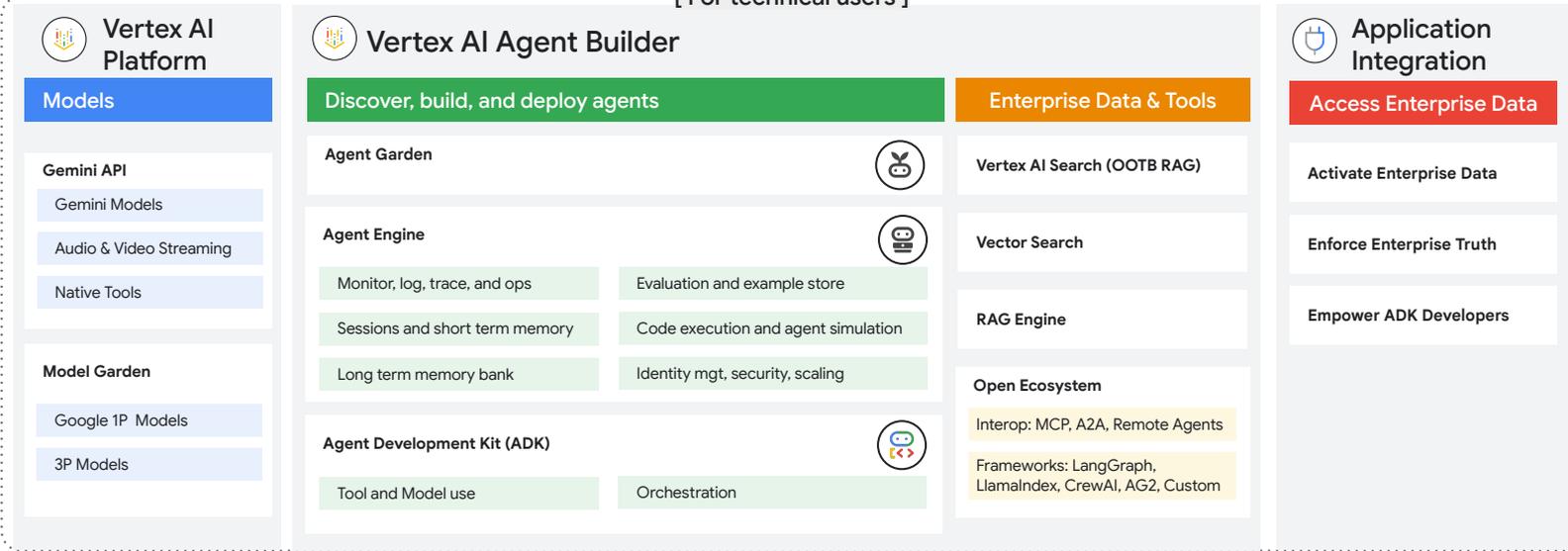
## Powering Custom Agents with Application Integration Workflows

# Where does the Gemini Enterprise fit in the AI landscape?

[ For business users ]

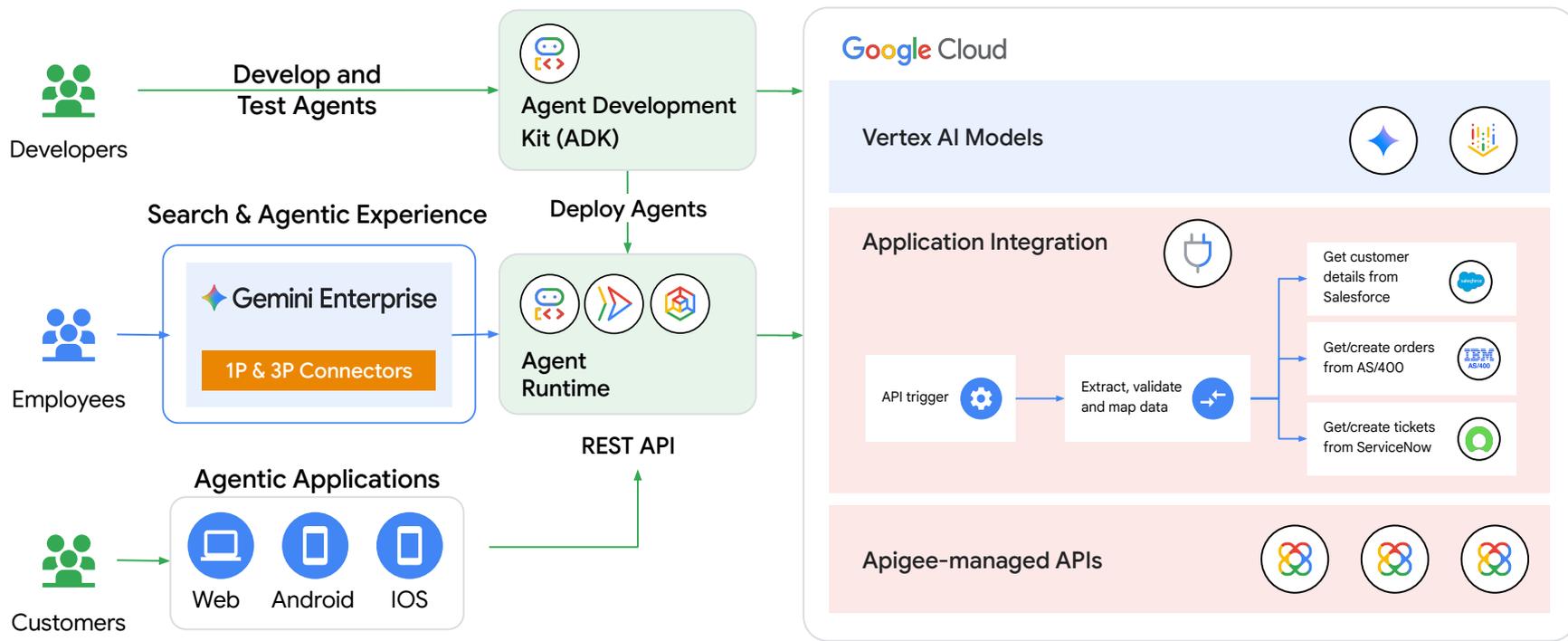


[ For technical users ]

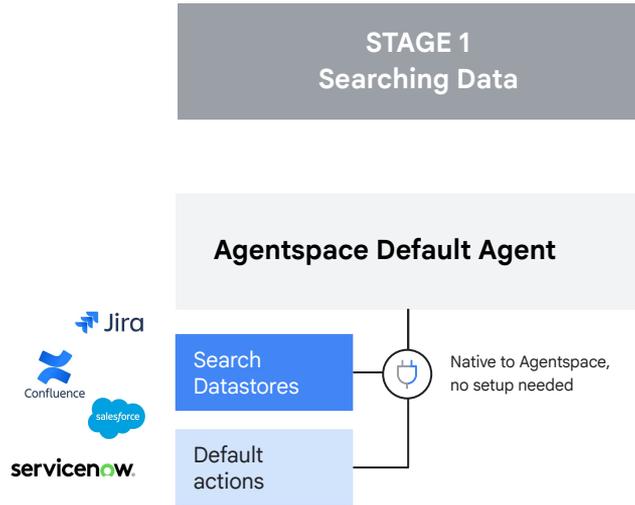


Enterprise security, safety, governance, administration and model armor

# Gemini Enterprise: a closer look at our advanced agentic platform



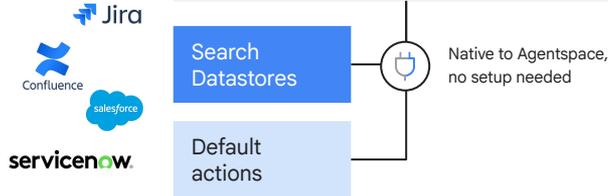
# Stage 1- Search and Simple Actions like Get JIRA Tickets, Update ServiceNow



# Stage 2- How do I get my agent to do more?

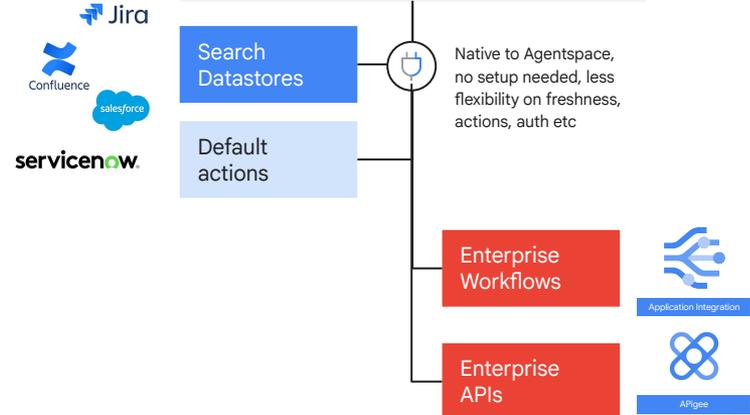
## STAGE 1 Searching Data

### Agentspace Default Agent



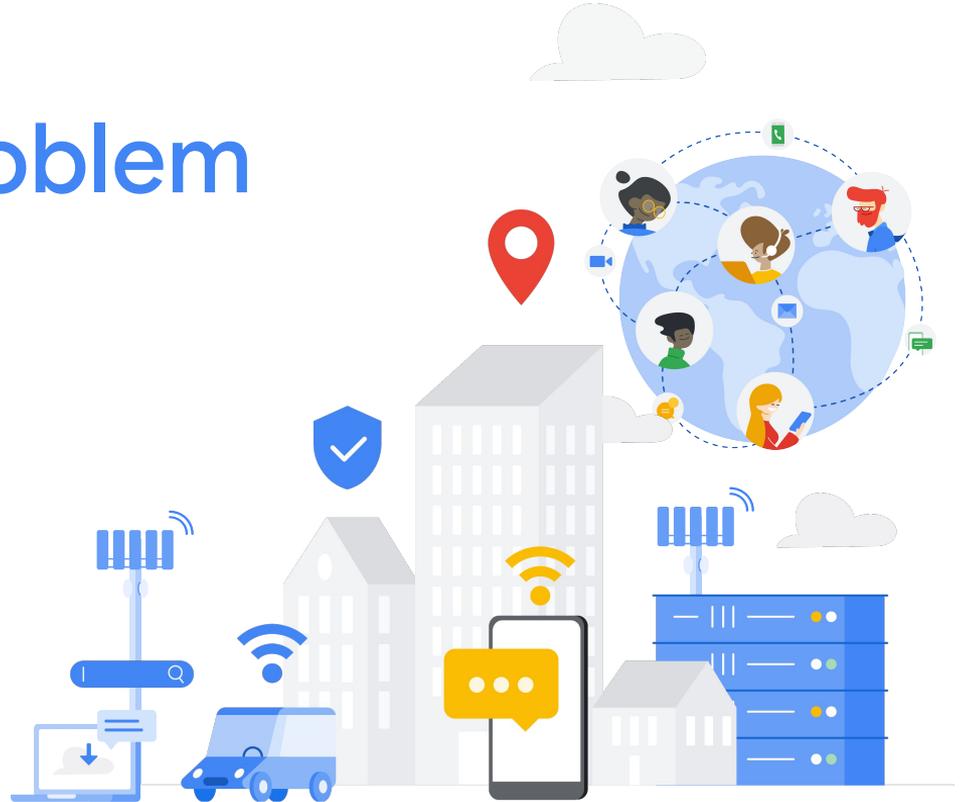
## STAGE 2 Agents handling enterprise workflows

### Agentspace Default Agent Custom Agents



# The “Last Mile” Problem

How do I get my against to do more?



# Agents Are Moving from "Chatbots" to "Co-pilots"

AI Agents (LLMs) are no longer just for answering questions. Their real promise is to become autonomous actors that get work done on our behalf.

We want to give them complex, high-value tasks like:

- "Onboard this new customer"
- "Approve this PO"
- "Provision this developer environment"



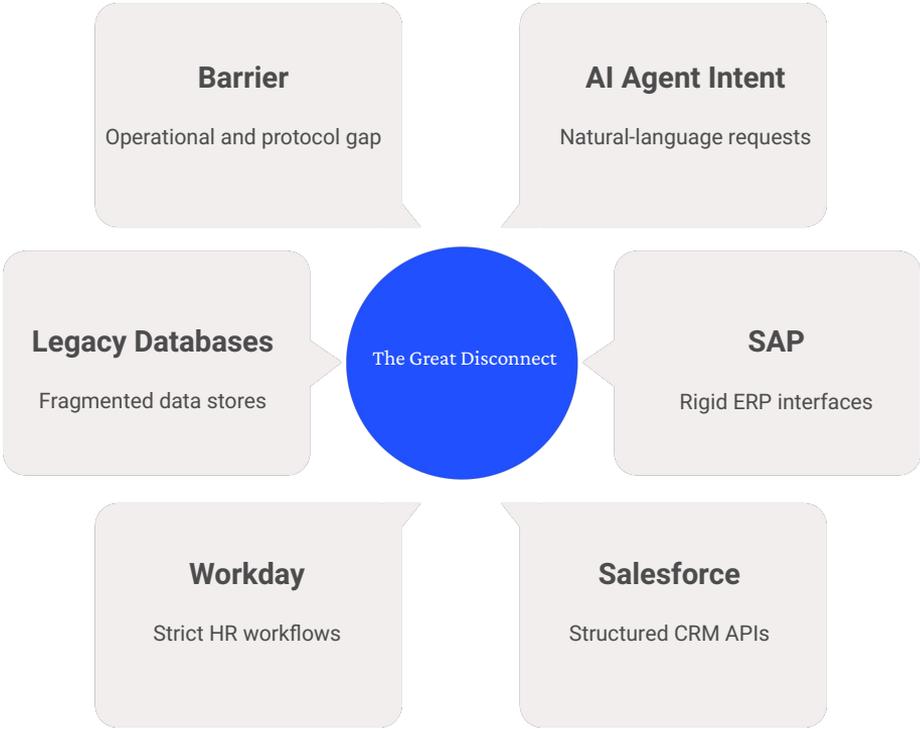
# How do Agents access Enterprise Data?

- **User Request**  
A user initiates a task with a natural language prompt, clearly defining the desired outcome or goal.
- **Task Breakdown**  
The AI agent interprets the request, plans the execution, and decomposes it into smaller, manageable sub-tasks.
- **Tool Selection & Call**  
Based on the sub-tasks, the agent identifies and invokes the most appropriate enterprise tools, APIs, or microservices.
- **Tool Execution**  
The selected tools perform the necessary operations, interacting with various systems and accessing relevant data.
- **Result Delivery**  
The agent compiles the outputs from the tools and presents the consolidated, actionable result back to the user.



# The Great Disconnect: The Agent vs. The Enterprise

There is a massive gap between an agent's probabilistic, natural-language "thought process" and the brittle, complex reality of your enterprise systems.



**Agents Speak "Intent." Your Systems Speak "Strict JSON."**

# Giving an Agent a Raw API is Like Giving a Toddler a Power Tool



### They are Fragile

Agents are **probabilistic**. APIs demand 100% **perfect syntax**, headers, and parameters.

One slight deviation and the entire process fails.



### They are Granular

A single business task (e.g., "Add User") **isn't one API call**. It's 5-10 calls in a specific sequence, with if/then logic



### They are Insecure

You cannot safely give an agent admin-level API keys or OAuth tokens. It's a massive security and compliance risk.



## A Real-World Failure Case

You ask an agent to "Onboard new employee John Smith."

01

POST /api/workday/users

**FAILS:** Agent used name: "John Smith" instead of firstName: "John", lastName: "Smith"

02

Agent retries, gets data format right

03

POST /api/jira/create\_account

**FAILS:** hr\_user\_id from step 1 was not captured and passed

04

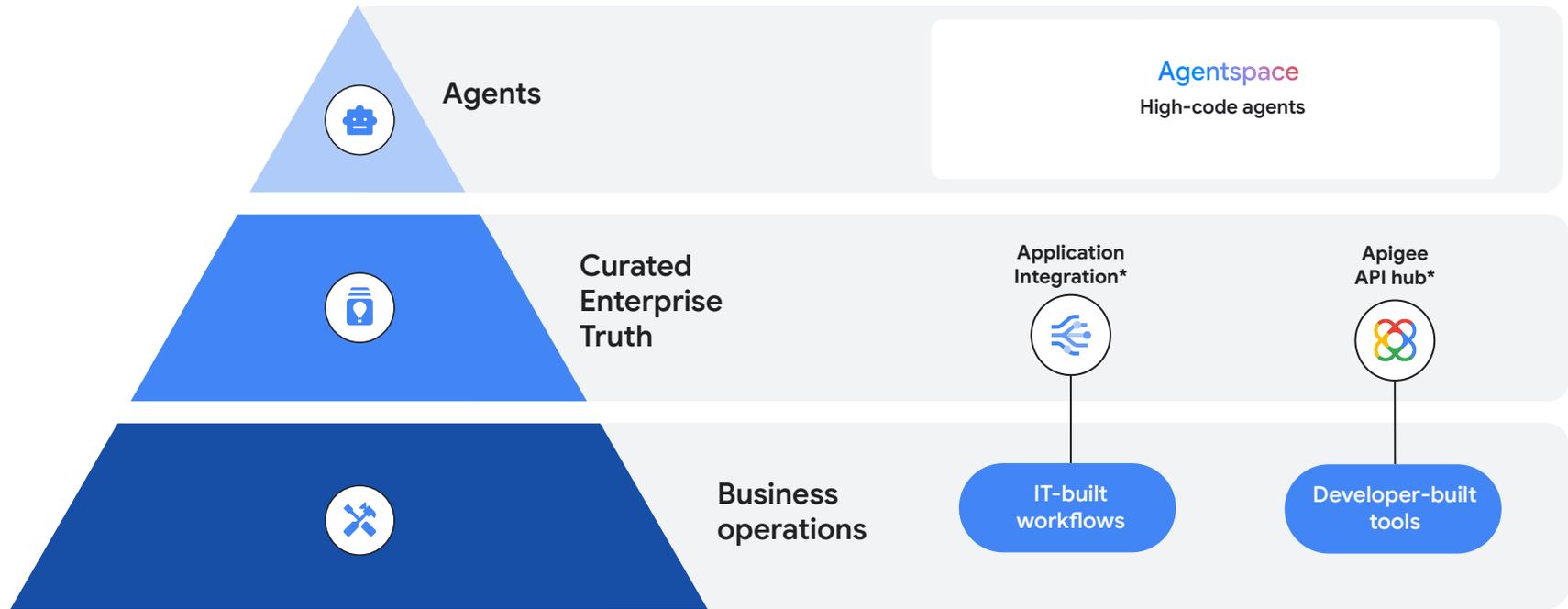
POST /sap/add\_user

**FAILS:** Lacks security context from Active Directory

⊗ Result: Failure, data inconsistency, and a frustrated user.

# Curated Enterprise Truth for agents

Connect agents to curated tools that give them context to take the right set of steps, every time



# Stop Giving Agents Technical APIs. Start Giving Them Workflows.

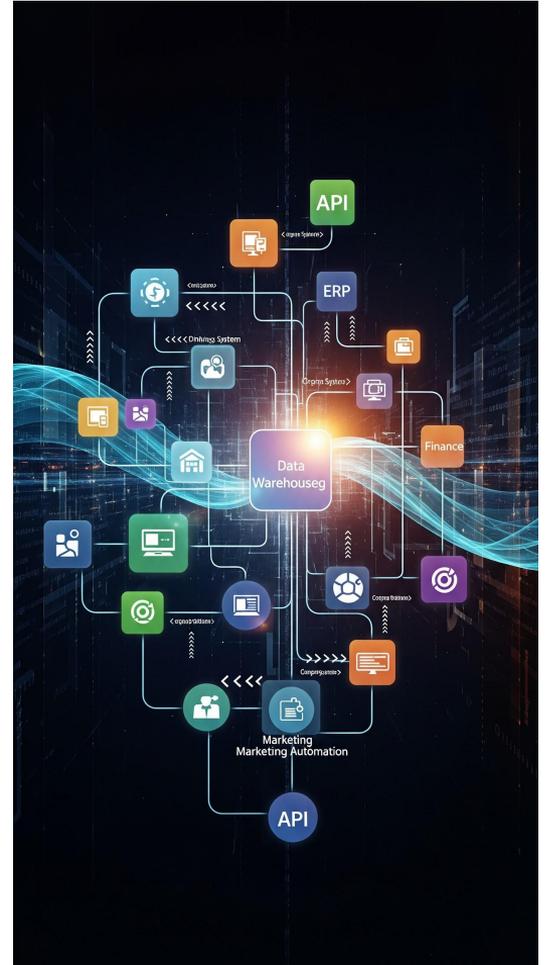
Abstract the complexity away. Instead of 10 fragile API 'tools,' give the agent one robust, pre-built 'workflow tool.'

## The New "Tool"

Name: run\_workflow\_onboard\_new\_employee

Inputs: (name: "John Smith", role: "Engineer", manager: "Jane Doe")

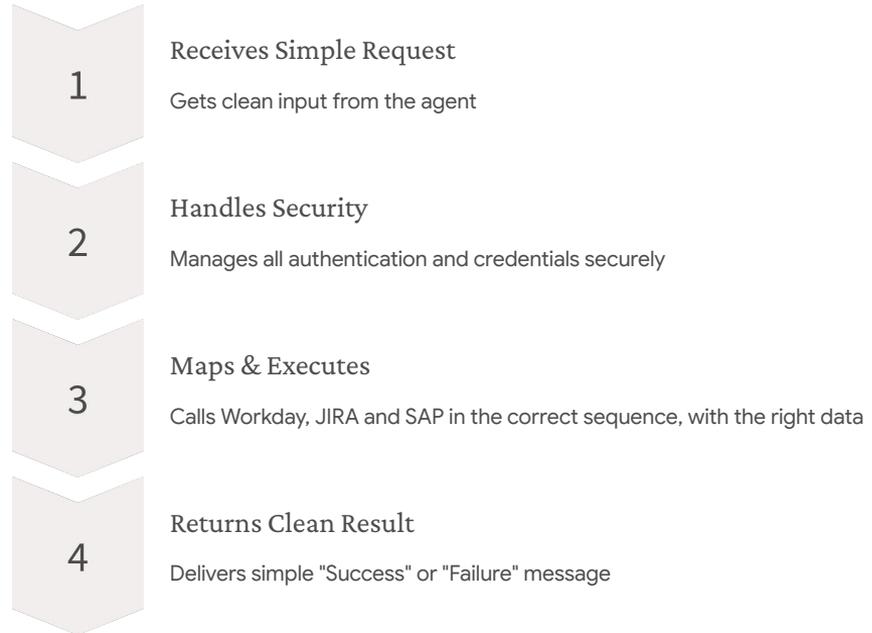
Output: (status: "Success", new\_user\_id: "jsmith123")



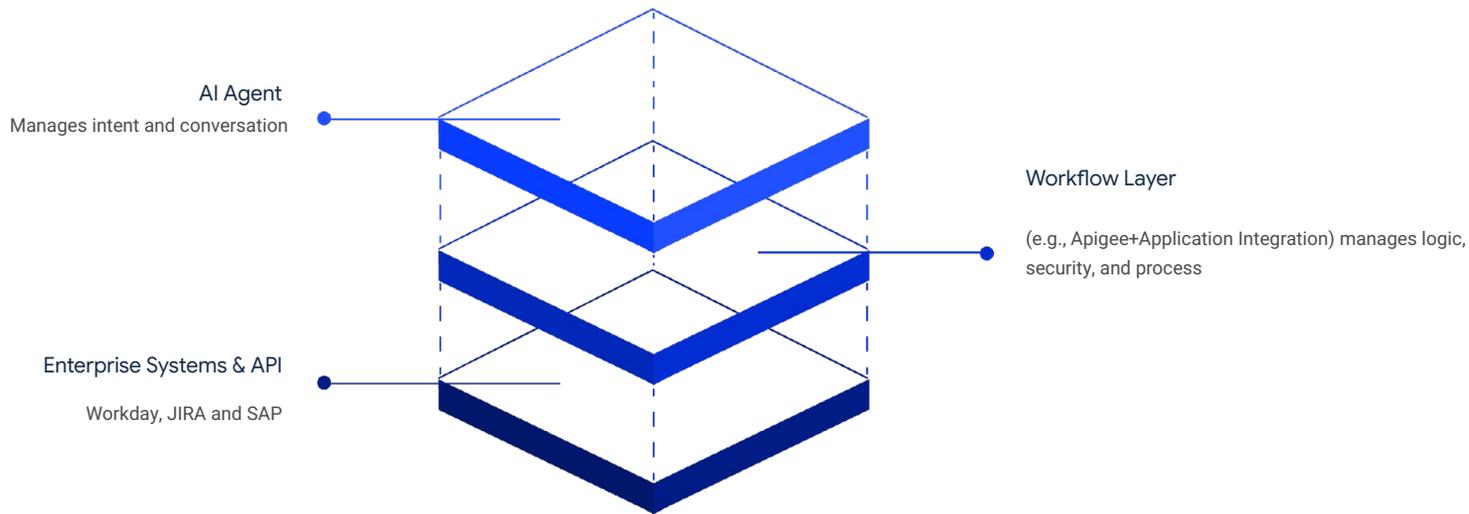


# The Workflow Handles the 'Dirty Work'

This workflow is built, managed, and secured in a dedicated platform (like Apigee and Application Integration).



# The **Right Way** to Connect Agents to Your Enterprise



Layer 1: AI Agent

Manages intent and conversation

Layer 2: Workflow Layer

(Apigee+Application Integration) Manages logic, security, and process

Layer 3: Enterprise Systems & APIs

SAP, Salesforce, DBs

The agent only talks to the stable, secure, and semantic Workflow Layer.



## This is How You **Scale Agents** Safely



### Reliability

The agent calls one simple, tested tool. Complex logic is centralized, not improvised by the LLM.



### Agility & Maintenance

Need to change the onboarding process? Update the workflow once. No need to retrain 100 different agents.



### Security & Governance, Policy Enforcement

The agent never holds credentials. All activity is audited and controlled in your central integration platform.



### Speed

Expose decades of legacy processes as simple, modern tools for any agent to use, today.



# How do Gemini Enterprise and Application Integration work together?

# Meet Daan, CFO at a major retailer

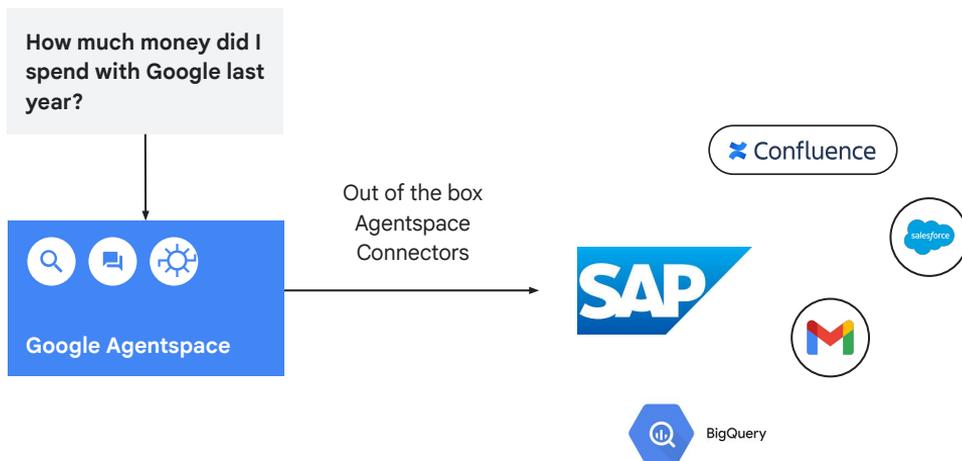


Daan's company has contracts with hundreds of enterprise vendors like Google, Microsoft etc. It is currently a big pain to keep track of future payments, overdue invoices etc.

**How does Daan keep track of finances?**

# Solution

## Gemini Ent SAP connector retrieves data from SAP



# Meet Anna, procurement officer at the same company

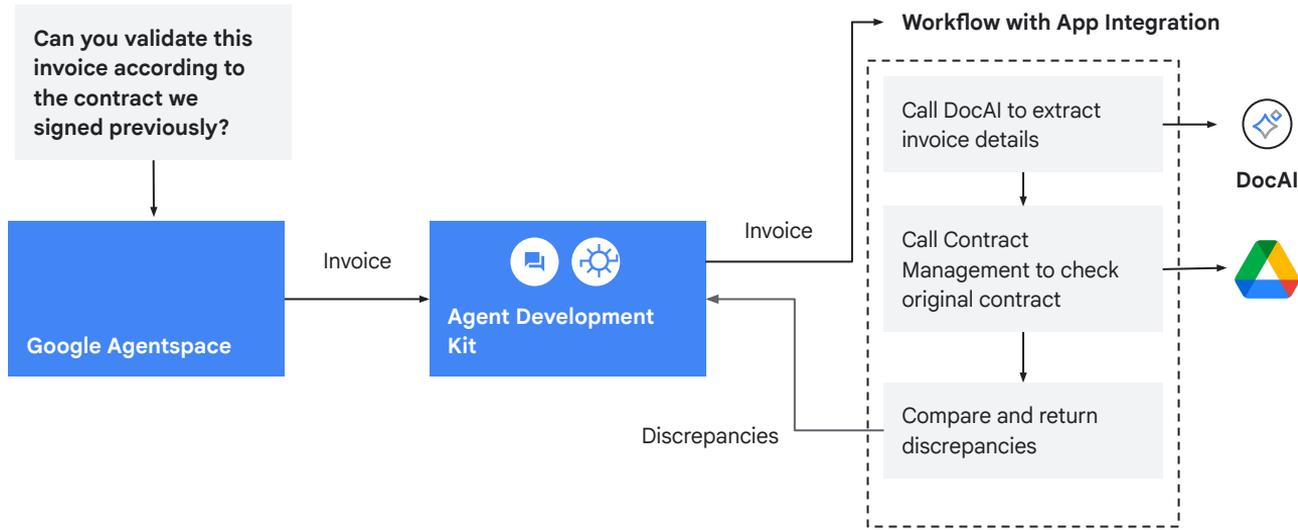


Anna gets hundreds of invoices per month from vendors and needs to manually validate that the invoice amount and services are correct according to the original contract. Anna needs an agent which checks all these invoices against original contracts to offload this manual work

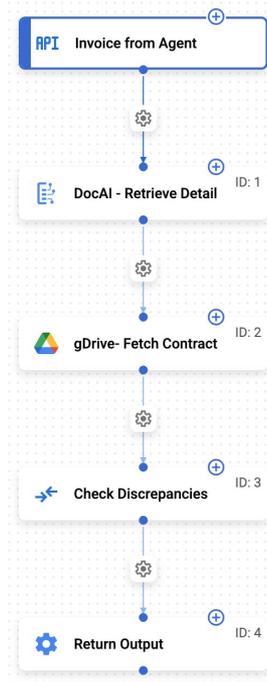
**How does Anna reduce her workload?**

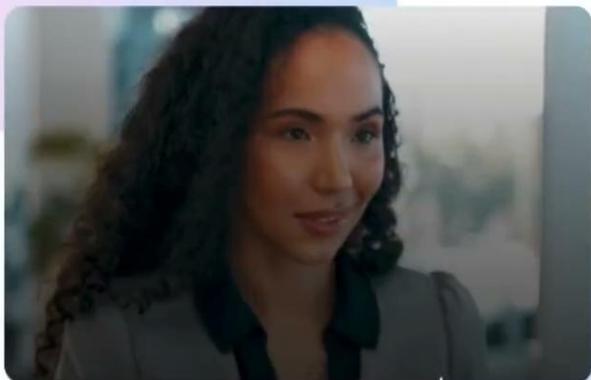
# Solution

## Gemini Ent calls “Invoice Validator” workflow built with Application Integration



# Workflow built with Application Integration





Meet Anna, a Procurement Specialist.

Today she streamlines her workflow by using AgentSpace to verify a new vendor invoice against the relevant contract stored outside of SAP, ensuring compliance before payment processing.



# Customer Success Story

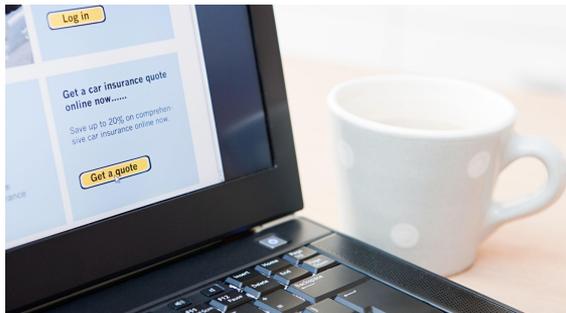
## Insurance Platform in EMEA

# Customer use case



## Extract information

The customer provides an insurance platform, which enables approximately 30,000 brokers to keep track of up-to-date customer data spread across disparate sources like email, SaaS apps and legacy applications



## Broker Payout

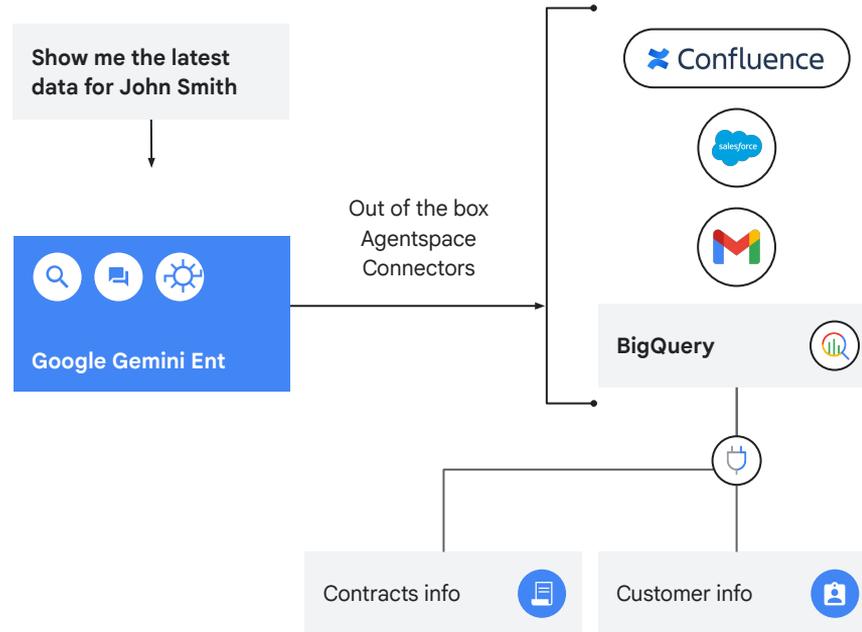
Brokers request payouts (commissions) from the insurance company at regular intervals. The payout amount is determined by a series of business rules and manual approvals.



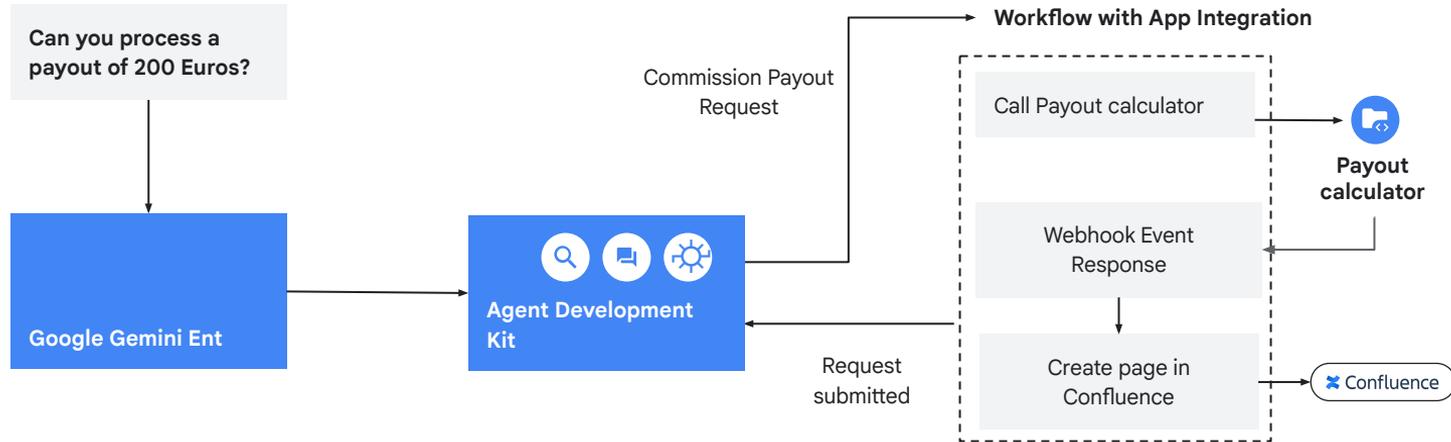
## Quote/Policy application creation

There are multiple manual processes which are currently undertaken by the brokers. For example, quote and policy generation. These processes involve error-prone and manual tasks like copying data from PDFs into systems and emailing for approval

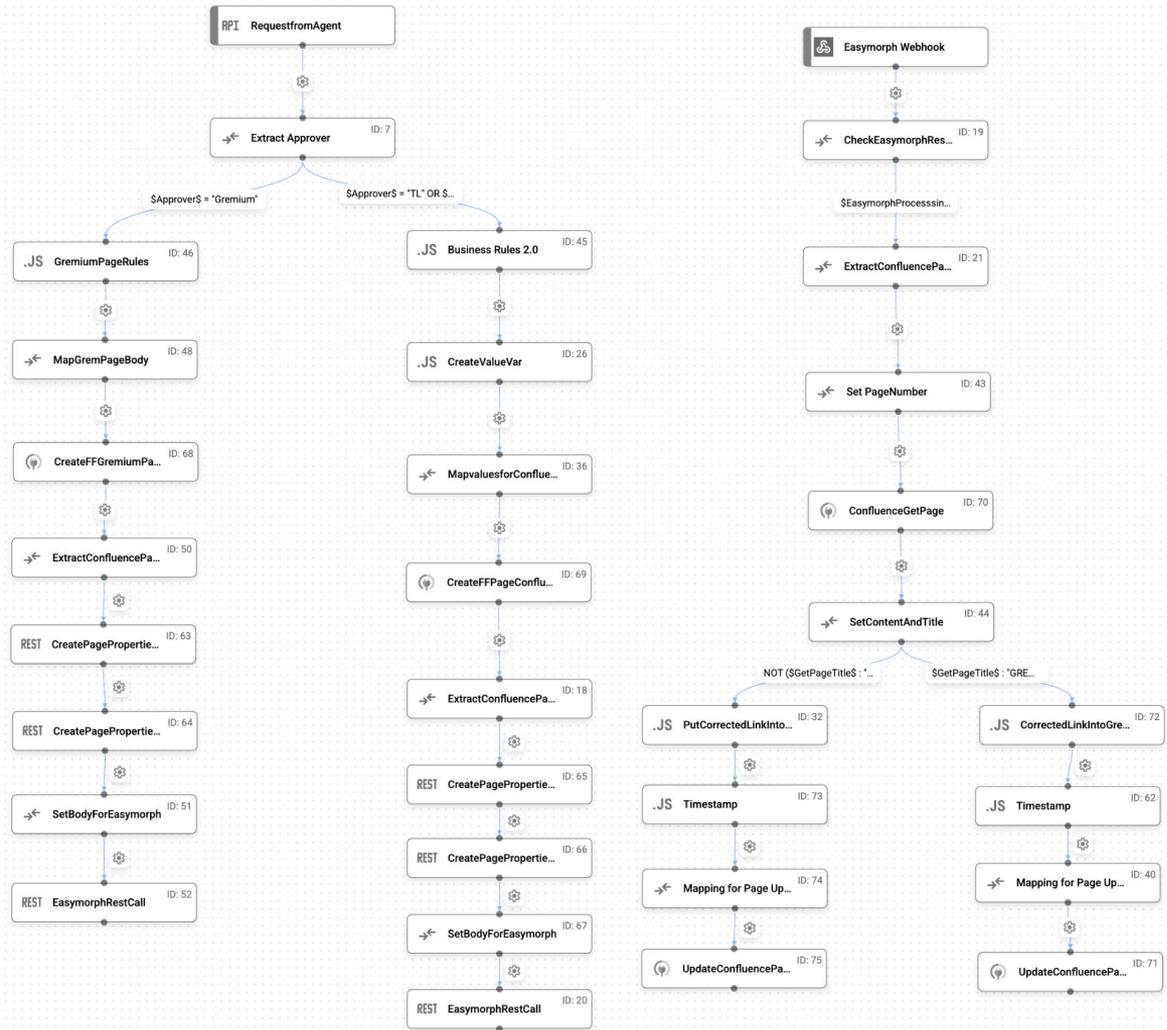
# Customer data retrieval



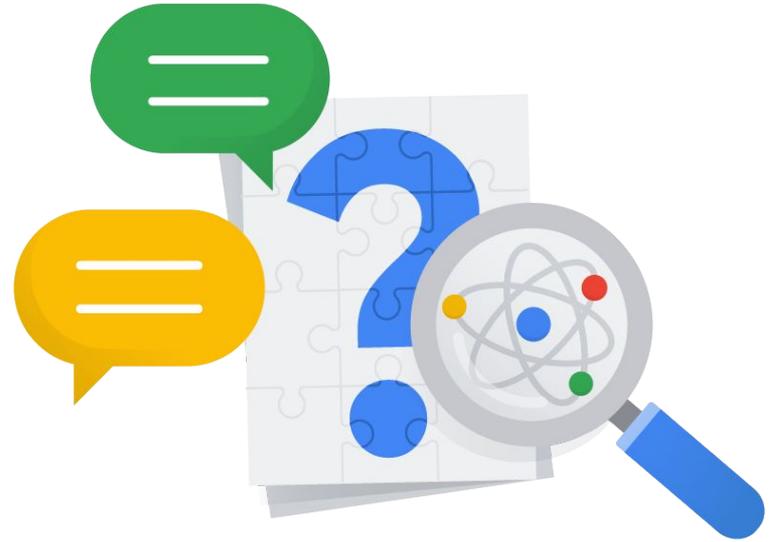
# Broker Payout



# Application Integration workflow powering the agent

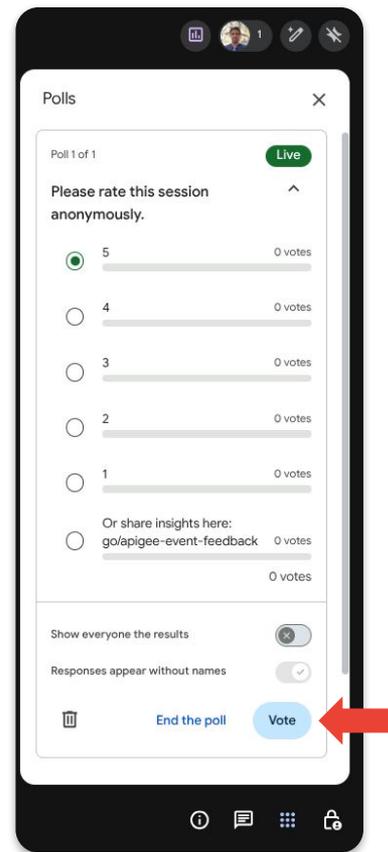
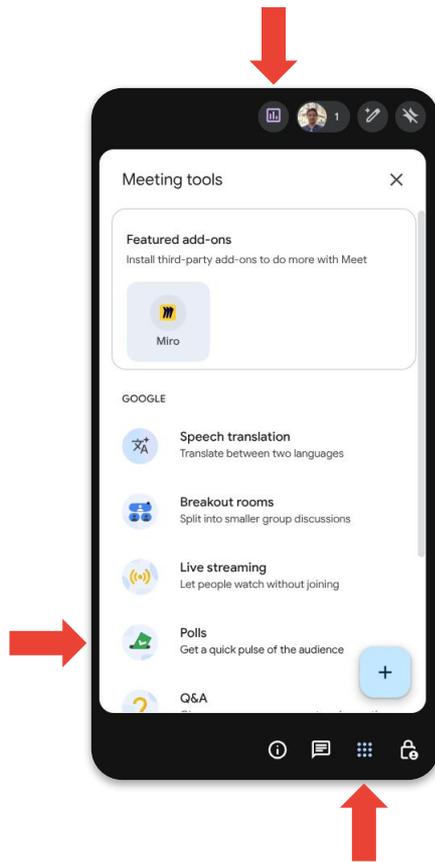


# Q&A



# Please share your feedback!

Help us make our sessions even better! Please provide your **anonymous feedback** by rating this session.



Google Cloud

Community Site

# Google Developer Program Forums

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Integration Services



Thank you!

