2026

State of Agentic AI Survey Report

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State of Agentic AI Survey Report

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Introduction and Key Findings

Introduction

It's fair to say that we're living in a pivotal moment in history — the kind that in a hundred years from now, people will study and wonder what it must have been like to be alive right at the beginning of the new era of AI. Perhaps they'll read *(if reading is still a thing in 2126)* about how we grappled with huge philosophical and practical conundrums, such as where humans fit in, in a world that's being increasingly transformed by AI. First, we were utterly blown away by the power of AI chat assistants. Then, we oohed and aahed at the magic and awe of Gen AI. Companies rushed to incorporate AI technologies into both their products and processes — sometimes with only a half-baked strategy and inadequately trained teams in place — just so they could appear to be as AI-forward as their competitors also 'appeared' to be.

But despite the technology evolving so rapidly we never seem to be able to comprehend the full breadth of its capabilities, AI has already proven to be a formidable tool whose output vastly improves efficiency. Although it comes with a host of challenges that still need to be solved — such as governance *(e.g. hallucinations, bias and fairness)*, regulation, societal effects of automation and evolving job roles, and more — the impact of AI in general *(and of agentic AI in particular)* on the way we work, is undeniable.

2025 was supposed to be the Year of Agentic AI, taking 'the way we get things done' to a whole new level. The hype was certainly there, but in hindsight, it appears to have been the Year of Agentic AI Baby Steps, as organizations experimented with the technology to learn how it works and where it can add the most value. 2026, on the other hand, is shaping up to be the year that Agentic AI sheds its training wheels, shifts gears, and shows enterprises that it means business. Literally.

With AI agents set to change the workforce forever, enterprises are striving to become more adept at building, shipping, and scaling agents with confidence. To do this, they need agentic AI solutions that are easy to adopt, and that deliver reliable, repeatable outcomes that can be scaled across entire organizations — making complex automation effortless. But as the eternally impatient kid-passenger might ask, *"are we there yet?"*.

Or more specifically — what is the current level of adoption of AI agents? Which agentic AI technologies and solutions are most prevalent? Where is agentic AI being deployed within enterprises and what is its impact? What are the most important factors when evaluating technologies or platforms for deploying AI Agents and workflows?

To answer these questions *(and more)*, we set out to explore where we're at with AI agents. The aim of this survey, therefore, is to provide industry benchmarks and insights to CIOs, CTOs, CTIOs, and other C-suite executives to help them navigate their agentic AI strategy and purchasing decisions in 2026 and beyond.

Methodology

To get more insight into the current state of agentic AI, we commissioned a survey of 500 senior executives at organizations with an annual revenue of $100M+ to shed light on their current usage, challenges and priorities in relation to AI agent adoption.

This report was administered online by Global Surveyz Research, an independent global research firm. The survey is based on responses from CIOs, CTOs, CEOs, VPs of Engineering, Heads/VPs of AI/Transformation, and other Director to C-level executives in the areas of Data and Analytics. They hail from companies across a mix of industries from US, Canada, Brazil, UK, France, Germany and APAC, with 5K+ employees.

The respondents were recruited through a global B2B research panel and invited via email to complete the survey, with all responses collected during November-December 2025. The average amount of time spent on the survey was 5:08 minutes. The answers to most of the non-numerical questions were randomized to prevent order bias in the answers.

Key Findings

01 On average, 31% of organizational workflows are currently automated using agentic AI, with 90% of organizations reporting they automate less than half of their organizational workflows.

Organizations generally report moderate levels of workflow automation using agentic AI, with the largest share (57%) indicating that 25%-49% of their workflows are currently automated, 28% reporting automation levels of 10%-24% and 5% reporting minimal automation of 1%-9%. Only 10% of organizations have automated more than half of their workflows. Overall, the estimated average level of automation across organizations stands at approximately 31% of workflows (Figure 4). These results may be a little overstated, however, possibly due to a misunderstanding of what really constitutes cutting-edge agentic AI, or perhaps due to overly optimistic views (a.k.a. wishful thinking) about the inevitable adverse effects of automation on employment rates.

02 Information Technology and Operations are the organizational business units that benefit most from agentic AI.

Agentic AI delivers the greatest benefits in technical and operational functions. Information Technology leads by a wide margin, cited by 52% of respondents, followed by Operations (44%), as seen in Figure 5. Notably, not only did all respondents acknowledge that agentic AI currently provides benefits to at least some of their business unit (or in other words, no business unit isn't benefiting from agentic AI) — but the fact that almost all of the business units mentioned are reported to be benefiting from agentic AI by at least a third of the respondents, illustrates just how useful agentic AI is seen to be throughout the entire organization, both cross-vertically and cross-horizontally. This also speaks to the potential size of the agentic AI market, as well as the potential level of competition for those servicing this market.

03 The top consideration when evaluating technologies or platforms for deploying AI agents and workflows is not ROI — it's the seamless connection with existing systems and data sources.

Respondents prioritize security and governance above all else (34%), followed closely by ease of integration (30%) — highlighting the importance of seamless connection with existing systems and data sources (Figure 10). Other priorities include reliability and performance (24%) and scalability and flexibility (10%). Time-to-value / ROI is the factor cited least frequently (2%), suggesting that risk mitigation and operational fit outweigh short-term returns in platform evaluation decisions. The fact that respondents are less concerned with ROI as they are with factors such as security and governance, ease of integration and reliability and performance, may be the very reason that enterprises aren't seeing ROI from agentic AI as quickly as they'd like. It suggests that the factors they're prioritizing above ROI are somewhat lacking in their current platforms, and consequently, this inadequacy impedes the ability to achieve faster time-to-value.

Key Findings *(Continued)*

04 100% of organizations are planning to expand their adoption of agentic AI in 2026, with nearly three-quarters describing it as a critical, strategic imperative.

Agentic AI is perceived to deliver the greatest value in efficiency and cost optimization rather than direct workforce replacement. Most respondents reported that the strongest impact of agentic AI is in saving time, with 75% indicating a high or very high impact (Figure 6). Other areas of significant impact include reducing operational costs (69%), generating revenue (62%), and lowering labor costs (59%). The impact on replacing headcount is more mixed, with 55% reporting a high or very high impact and 42% indicating moderate or low impact. Given the overall positive impact of agentic AI across such a wide range of key organizational areas, it's unsurprising that all respondents indicated they are planning to expand agentic AI within their organizations in 2026 (Figure 11). Nearly three-quarters of the organizations surveyed consider deploying it into production either as a critical priority (40%) or a strategic imperative (34%) as seen in Figure 7. Overall, organizations expect an average expansion of approximately 33% in agentic AI adoption in 2026.

05 Data readiness and integration challenges are the top barriers preventing organizations from scaling AI to deliver real business impact.

Organizations face several barriers when attempting to scale AI initiatives. The obstacles cited most frequently by respondents were data readiness and integration challenges (35%) and insufficient talent or skills (33%) — which makes sense given that AI is still a fairly new technology and many organizations still lack the necessary expertise in-house to scale AI in a way that delivers substantial business value. Notably, only 23% of respondents point to a lack of clear use cases as a barrier to scaling AI initiatives that deliver real business impact. This doesn't mean that the lack of use cases isn't an issue, but the fact that 77% of the respondents don't consider it a 'main' barrier is both encouraging and exciting, because it suggests that organizations are likely already experimenting with AI and identifying use cases for implementation that can make a real difference to the business.

06 More than half of organizations are looking for products and solutions rooted in open source, preferring to build on top of existing tools to orchestrate AI agents and workflows.

When it comes to orchestrating AI agents and workflows, respondents show a clear preference for building on top of existing tools (57%) compared to 43% who prefer building solutions from scratch (Figure 8). In other words, more than half of the organizations surveyed are looking for products and solutions rooted in open source. The preference for leveraging existing tools underscores a broad organizational inclination toward extensibility and integration over fully custom or packaged solutions. It is most prevalent in industries such as construction (73%), financial services (71%), manufacturing (63%), and retail & eCommerce (60%), as seen in Figure 9.

Survey Report Findings

Current and Planned Use of Agentic AI Technologies and Solutions

Of the various agentic AI technologies and solutions that we asked our survey respondents about, **AI agents showed the highest level of maturity, with 65% of organizations reporting they are already using them *(Figure One)***.
An additional **35% are planning to adopt AI agents by 2026**, with planned adoption varying by industry — reaching 48% in Energy and Utilities and 40% in Construction, compared to 29%–38% in other sectors *(Figure Two)*.

Adoption of other agentic AI technologies is more mixed: AI-generated code is already being used by 45% of respondents, with 39% planning to adopt it by 2026 and 12% planning adoption after 2026. Technologies such as digital twins, data lakehouses, and vector databases remain at earlier stages, where current usage ranges between 7%-15%, with most organizations planning future adoption either in 2026 or beyond.

Overall, these results indicate there may be some confusion around what these technologies constitute, and even about what respondents believe true agentic AI actually is. The fact that so many respondents say they are already using AI agents *(65%)*, for example, is somewhat unexpected given how new the technology is.

One explanation for this could be that some companies that are using AI-related coding software classify these tools as AI agents — when in fact, they're not.

Conversely, the fact that only 13% of respondents say they are already using data lakehouses suggests that usage may be higher than they realize. In large enterprises for example, it's highly likely that data warehousing platforms such as BigQuery, Amazon Redshift, Databricks or Snowflake do exist, but they are typically used by technical teams, so it's possible that non-technical C-level executives aren't aware of their usage. With the current hype specifically about AI agents, however, it's practically mandatory for all C-level executives to know about *(if not drive)* strategy in relation to AI agent usage at their company, which is likely why AI agents topped the list.

Figure One: Current and Planned Use of Agentic AI Technologies and Solutions
(Responses broken down by technology / solution)

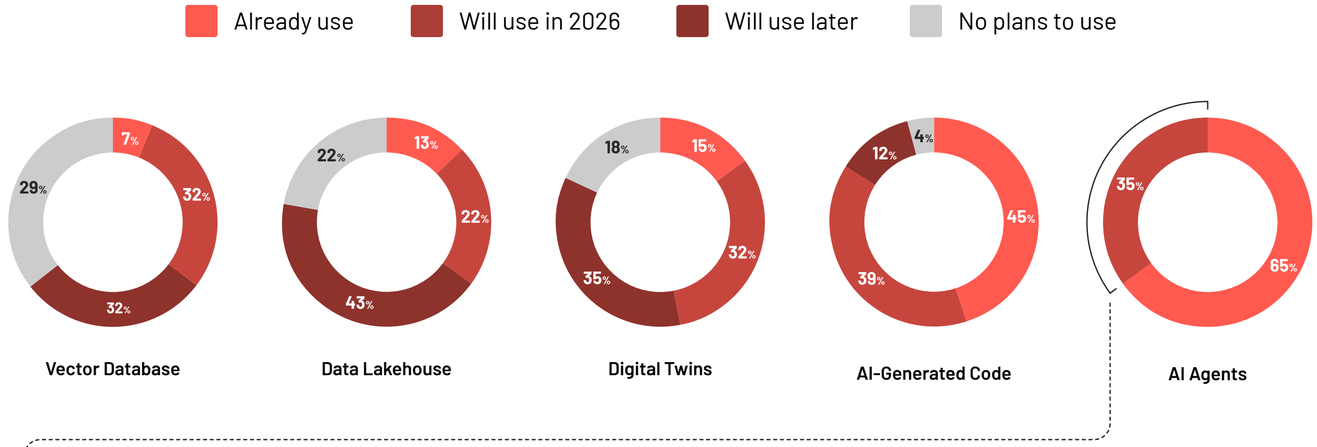
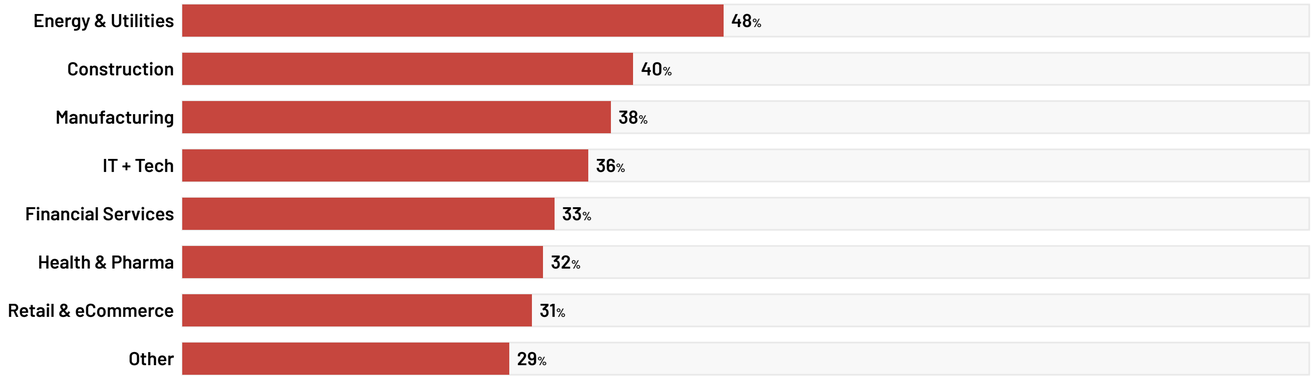


Figure Two: Percentage of respondents who **plan to adopt the use of AI Agents in 2026** by Industry



Current Level of Agentic AI Platform Adoption Within Organizational Workflows

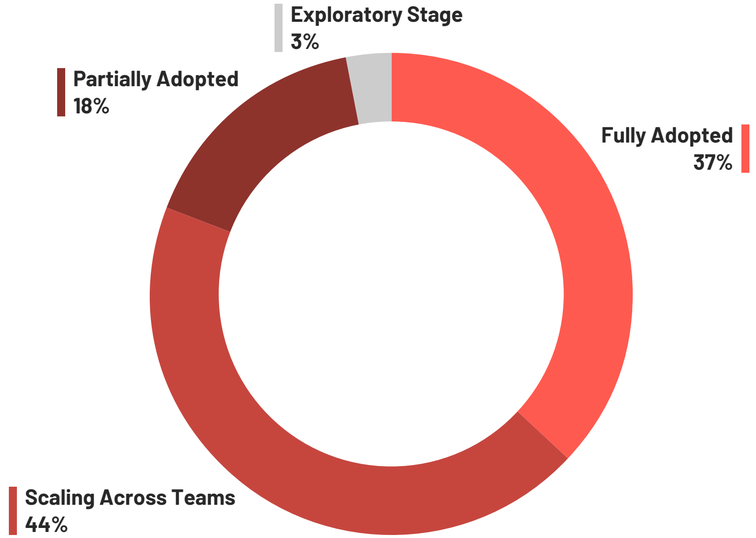
Adoption of agentic AI platforms within organizational workflows typically starts within technical teams and scales to non-technical teams later. According to our survey, this adoption is already well underway across organizations, with 37% of respondents reporting full adoption across many workflows and an additional 44% indicating that adoption is currently scaling across teams or functions.

In contrast, 16% report partial adoption limited to specific workflows or business units, and only 3% remain in an exploratory or pilot stage.

Overall, these results indicate that the majority of organizations have moved beyond experimentation and are actively operationalizing agentic AI within their workflows.

Once again, however, the proportion of respondents who claim to have fully adopted agentic AI platforms within their workflows (almost 40%) seems higher than expected given that the technology is still so new. Perhaps this result is somewhat inflated because even if it doesn't reflect the actual reality of agentic AI adoption, it is nevertheless an indication of the respondents' commitment to achieving this goal, and of enjoying the much-hyped benefits of agentic AI as soon as possible.

Figure Three: Current Level of Agentic AI Platform Adoption within Organizational Workflows



Percentage of Organizational Workflows Automated Using Agentic AI

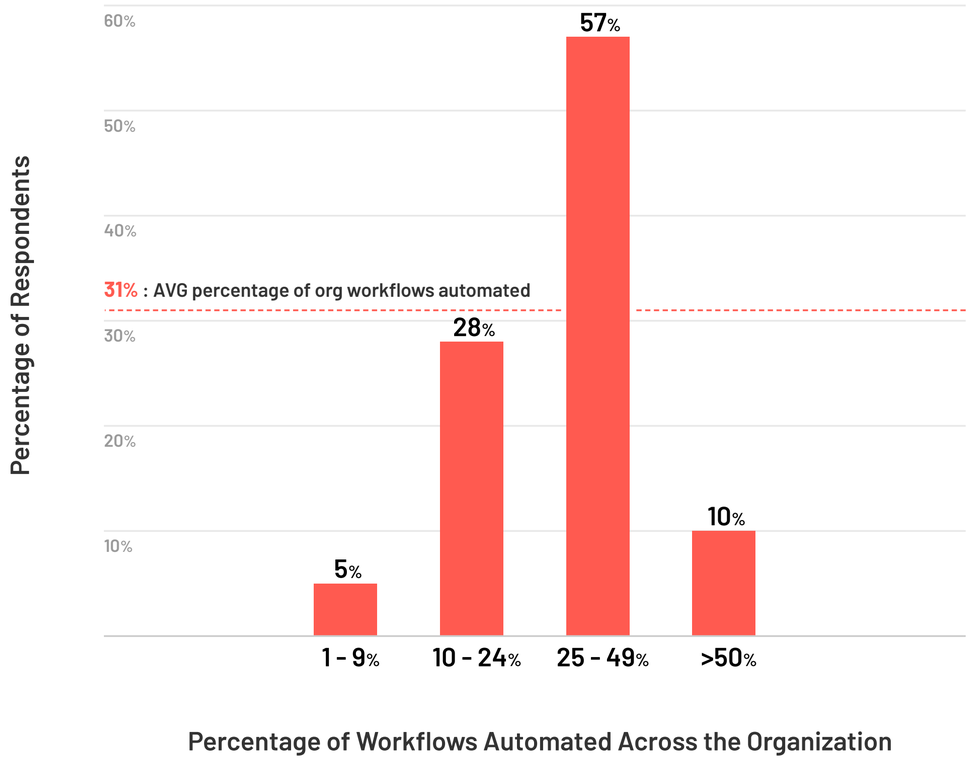
Organizations report moderate levels of workflow automation using agentic AI.

Most of the respondents (90%) are automating less than half of their organizational workflows, with the largest share (57%) indicating that 25%-49% of their workflows are automated. In addition, 28% or respondents report automation levels of 10%-24% and 5% report minimal automation of 1%–9%. Only 10% of organizations have automated more than half of their workflows.

Overall, the estimated average level of automation across organizations stands at approximately 31% of workflows.

Once again, these results appear a little overstated, possibly due to a misunderstanding of what really constitutes cutting-edge agentic AI, or perhaps due to overly optimistic views (a.k.a. wishful thinking) about the inevitable adverse effects of automation on employment rates. Many enterprises — like Salesforce, for example — have already laid off a significant number of employees in the hope of replacing them with AI agents, only to find they need to rehire people again because they jumped the gun too early.

Figure Four: Percentage of Organizational Workflows Automated Using Agentic AI



Business Units that Benefit Most from Agentic AI Within the Organization

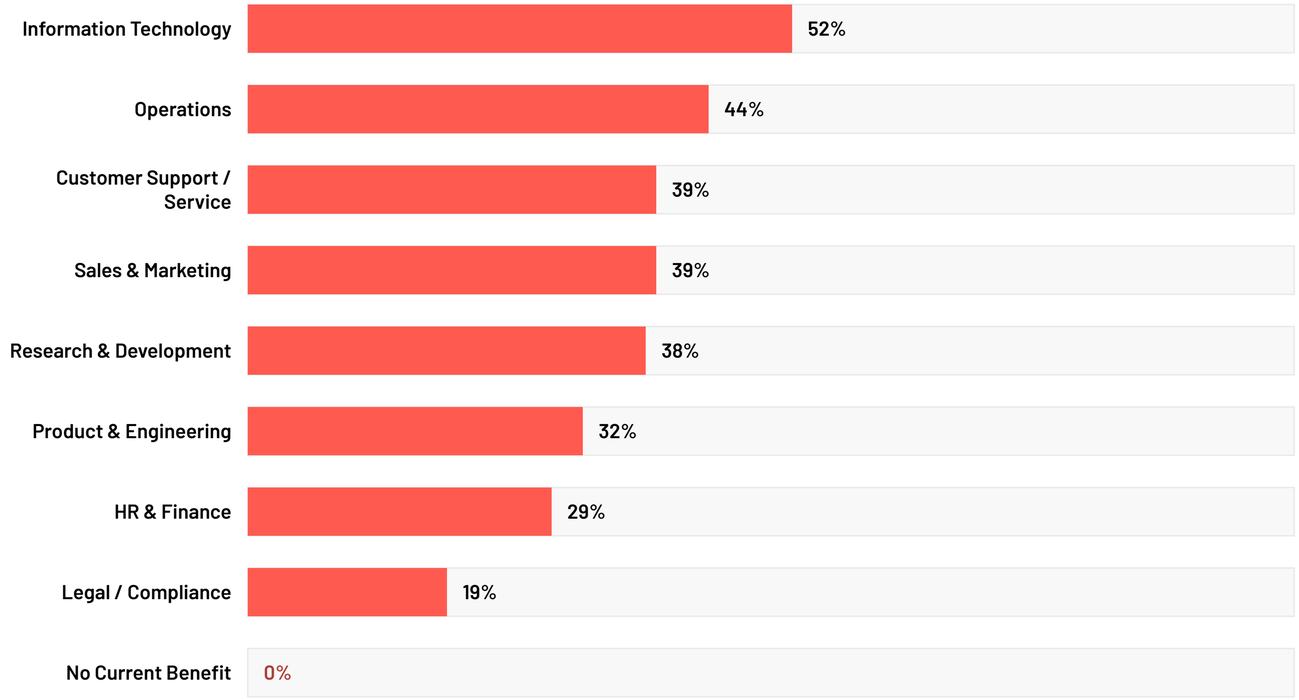
Agentic AI delivers the greatest benefits in technical and operational functions. Information Technology leads by a wide margin, cited by 52% of respondents, followed by Operations (44%), who likely leverage agentic AI in back-office automation, for example.

Customer-facing and growth-oriented functions also show a strong impact, with Customer Support/Service and Sales & Marketing each reported by 39%. Research & Development (38%) and Product & Engineering (32%) indicate meaningful benefits as well, while HR & Finance (29%) and Legal/Compliance (19%) lag behind.

Notably, not only did all respondents acknowledge that agentic AI currently provides benefits to at least some of their business unit (or in other words, no business unit isn't benefiting from agentic AI)—but the fact that almost all of the business units listed are reported to be benefiting from agentic AI by at least a third of the respondents, illustrates just how useful agentic AI is seen to be throughout the entire organization, both cross-vertically and cross-horizontally. This also speaks to the potential size of the agentic AI market, as well as the potential level of competition for those servicing this market.

Figure Five: Business Units that Benefit Most from Agentic AI Within the Organization

NOTE: Question allowed more than one answer; as a result, percentages will add up to more than 100%.



Impact of Agentic AI Across the Organization and Priority Level of Deploying It into Production In 2026

The adoption of AI agents usually follows a maturity curve, starting with cost saving (a direct result of saving time), transitioning to generating revenue, and eventually leading to innovation — inspiring the creation of brand-new solutions at a scale that wasn't feasible before.

This maturity curve was reflected in our survey results: when asked to what extent agentic AI contributes to their organization in various key areas, respondents confirmed that, overall, **agentic AI is perceived as delivering the greatest value in efficiency and cost optimization rather than direct workforce replacement.** Most respondents reported the strongest impact on saving time, with 75% indicating a high or very high impact (Figure 6). Reducing operational costs is another area that stands out, cited by 69% as having a high or very high impact, followed by generating revenue (62%) and lowering labor costs (59%). Impact on replacing headcount is more mixed, with 55% reporting a high or very high impact and 42% indicating moderate or low impact.

As part of their strategy to boost the positive impact of agentic AI across such a wide range of key organizational areas, **deploying it into production in 2026 is therefore considered a high priority for nearly three-quarters of all organizations**, with 40% of respondents describing it as a critical priority and 34% describing it as a strategic imperative (Figure 7). Another 25% consider it an important initiative, while only a negligible share report low or no priority.

In other words, this finding suggests that C-level executives need to already have a clear strategy in place in relation to adoption of AI agents in their companies in 2026, and ideally even beyond.

Figure Six: Impact of Agentic AI Across Key Organizational Areas

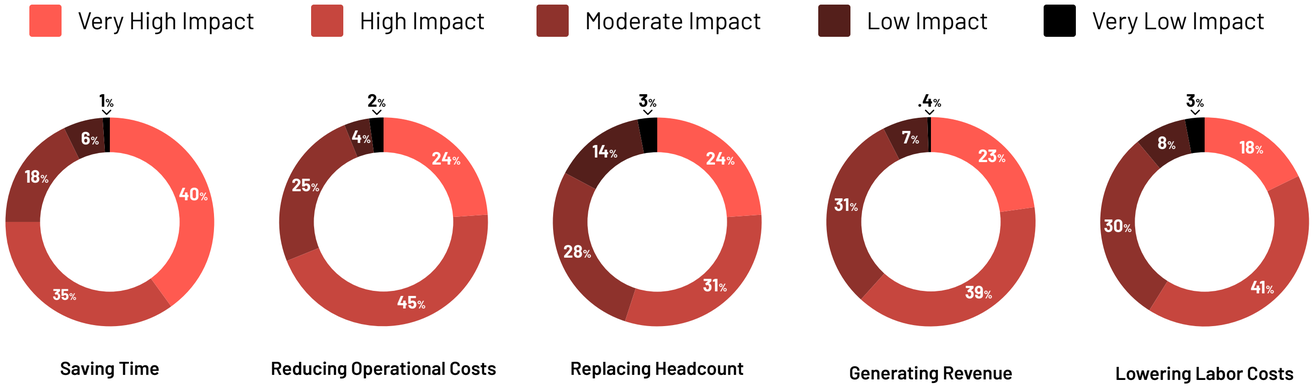


Figure Seven: Priority Level of Deploying Agentic AI Into Production for 2026

Organizational Preference for Building, Buying, or Using Existing Tools to Orchestrate AI Agents and Workflows

When it comes to orchestrating AI agents and workflows, respondents show **a clear preference for building on top of existing tools *(57%)*** compared to 43% who prefer building solutions from scratch (Figure 8). In other words, **more than half of the organizations surveyed are looking for products and solutions rooted in open source**.

The preference for leveraging existing tools underscores a broad organizational inclination toward extensibility and integration over fully custom or packaged solutions. It is most prevalent in industries such as construction (73%), financial services (71%), manufacturing (63%), and retail & eCommerce (60%), as seen in Figure 9.

Figure Eight: Organizational Preference for Building, Buying, or Using Existing Tools to Orchestrate AI Agents and Workflows

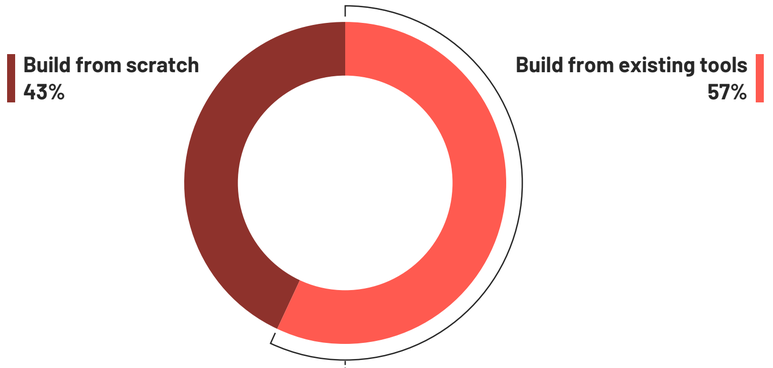
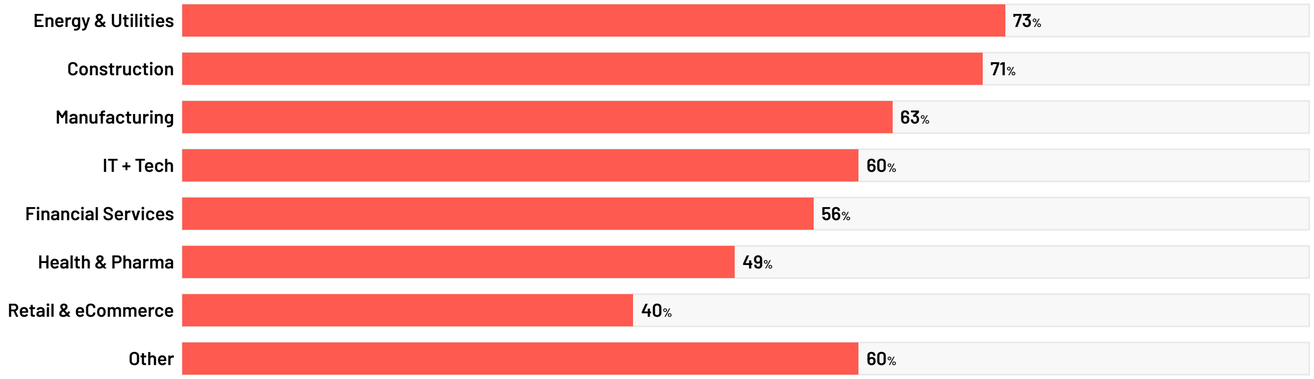


Figure Nine: Percentage of respondents who **prefer to build on existing tools** by Industry



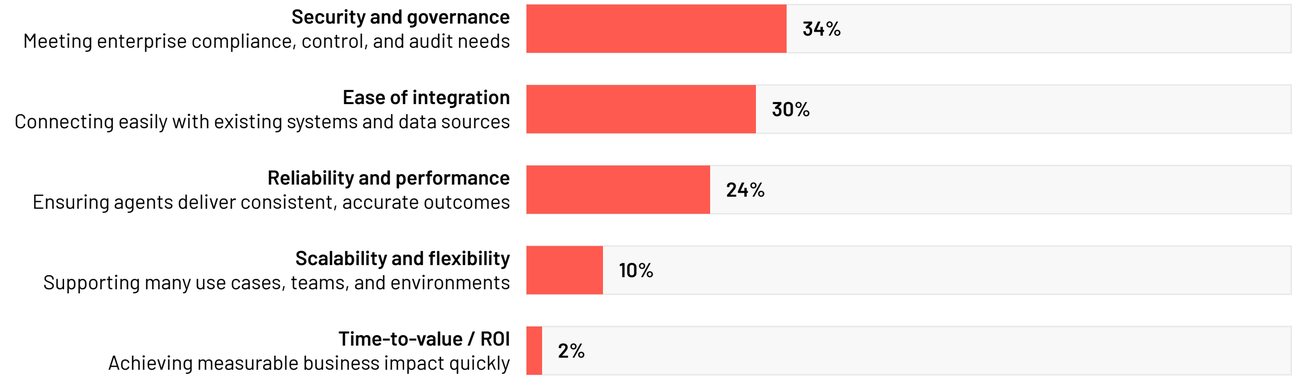
Most Important Factors When Evaluating Technologies or Platforms for Deploying AI Agents and Workflows

When evaluating technologies or platforms for deploying AI agents and workflows, there is a general assumption in the industry that ROI is the top priority. A recent MIT study, for example, indicated that 95% of companies that have adopted Gen AI don't see a quantifiable ROI. And yet, our survey results show the opposite to this narrative — that time-to-value and evaluating agentic ROI is not a top consideration.

Respondents prioritize security and governance above all else (34%), followed closely by ease of integration (30%) — **highlighting the importance of seamless connection with existing systems and data sources**. Reliability and performance rank third (24%), while scalability and flexibility are selected by a smaller share (10%). Time-to-value / ROI is the factor cited least frequently (2%), suggesting that **risk mitigation and operational fit outweigh short-term returns in platform evaluation decisions**.

The fact that ROI is apparently the least important factor in evaluating technologies or platforms for deploying AI agents and workflows, may be influenced by role bias, since many of the survey's respondents hold technical roles and are therefore less concerned with ROI as they are with factors such as security and governance, ease of integration and reliability and performance. That said, a likely reason that enterprises aren't seeing ROI from agentic AI as quickly as they'd like could be because the factors they're prioritizing above ROI are lacking in their current platforms, and this inadequacy poses an obstacle to achieving faster time-to-value.

Figure Ten: Most Important Factors When Evaluating Technologies or Platforms for Deploying AI Agents and Workflows



Planned Expansion of Agentic AI Within the Organization in 2026

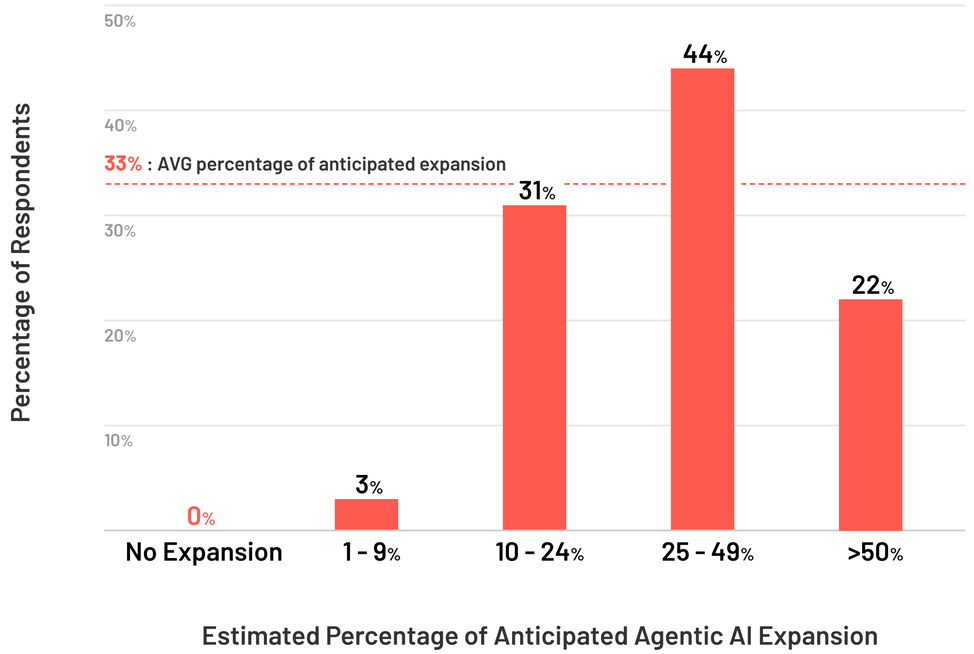
Organizations are generally planning significant expansion of agentic AI in 2026.

Nearly half of the respondents *(44%)* expect to expand usage by 25%–49%, while an additional 22% plan to expand by more than 50%. Another 31% anticipate moderate expansion of 10%–24%, and only 3% report minimal growth of 1%–9%.

Overall, organizations expect an average expansion of approximately 33% in agentic AI adoption in 2026.

Notably, no respondents indicated having no plans to expand agentic AI, suggesting that **AI adoption is very much on everyone's radar and *'To Do'* list for the coming year.**

Figure Eleven: Planned Expansion of Agentic AI Within the Organization in 2026



Main Barriers Preventing Organizations from Scaling AI That Delivers Real Business Impact

Organizations face several barriers when attempting to scale AI initiatives. When asked to select the top two main barriers that prevent them from scaling AI in a way that delivers real business impact, **the most frequently cited obstacle was data readiness and integration challenges *(35%)***, likely due to issues such as data being inaccessible, or not in a data lake, or not formatted properly.

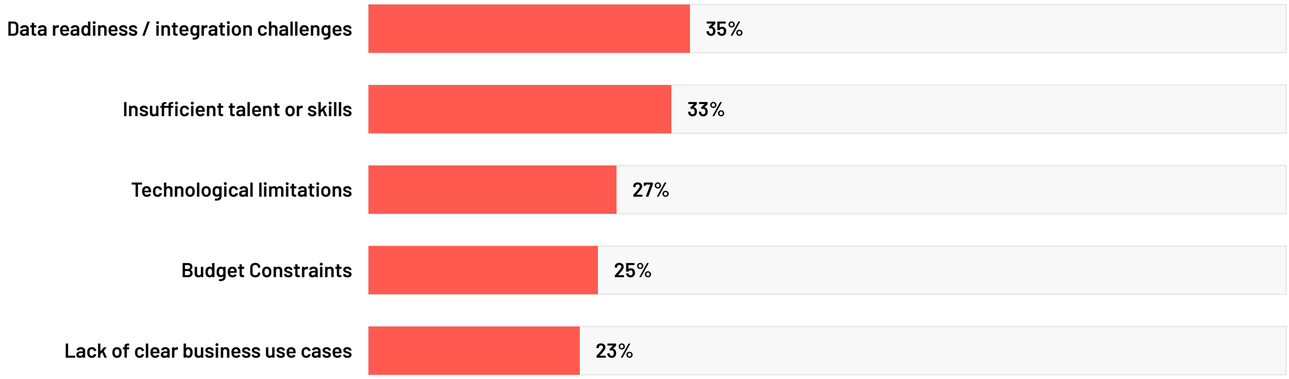
Another significant barrier is insufficient talent or skills *(33%)*, which makes sense given that AI is still a fairly new technology. It's understandable that organizations are still navigating the most effective ways of implementing AI to deliver real business impact. Many clearly lack the necessary expertise in-house to scale AI, and likely require training to boost their capabilities to offer more substantial value.

Other barriers include technology limitations (27%) and budget constraints (25%), indicating that both technical and organizational factors continue to hinder AI scalability as well.

Notably, only 23% point to a lack of clear business use cases as a barrier to scaling AI initiatives that deliver real business impact. This doesn't mean that the lack of business use cases isn't an issue, but the fact that 77% of the respondents don't consider it a 'main' barrier is both encouraging and exciting, because it indicates that **organizations are likely already experimenting with AI and identifying use cases for implementation that can make a real difference to the business**.

Figure Twelve: Main Barriers Preventing Organizations from Scaling AI That Delivers Real Business Impact

NOTE: Question allowed more than one answer; as a result, percentages will add up to more than 100%.



About CrewAI

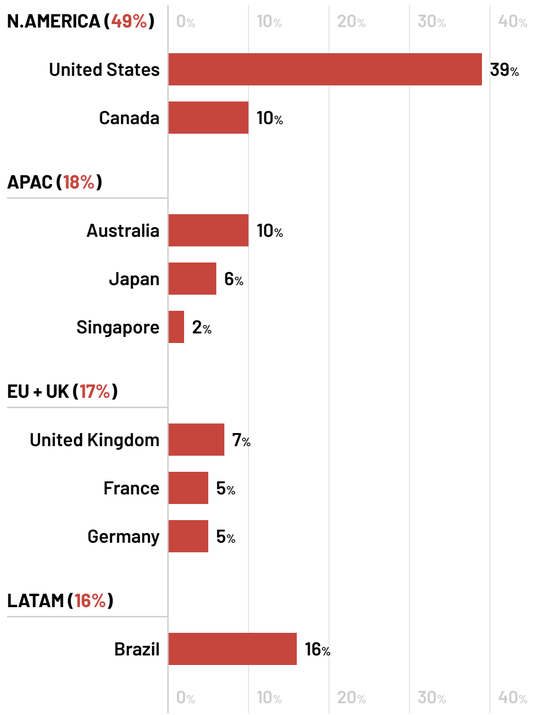
CrewAI is a leading Agent Management Platform that empowers users to build, deploy, and manage collaborative AI workflows across industries. It allows for the creation of AI agents with defined roles that autonomously work together to execute complex tasks. The Crew platform is compatible with any large language model (LLM) and can be deployed in cloud, self-hosted, or local environments.

Request a demo

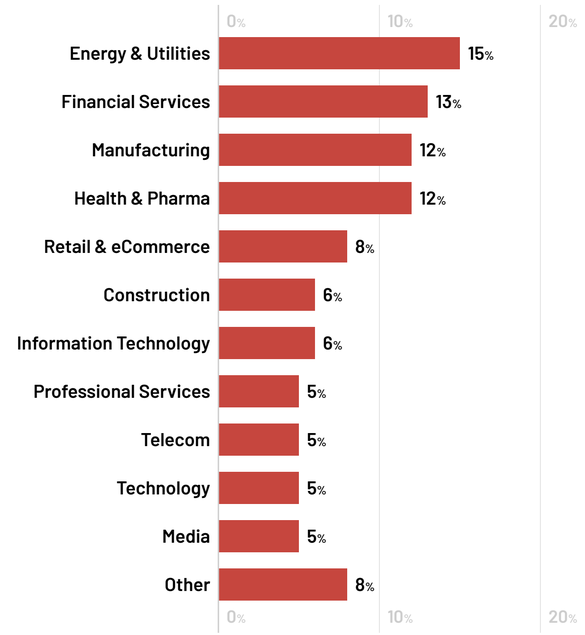
Appendix: Survey Demographics

Company Demographics: Locale, Industry, Size, Revenue

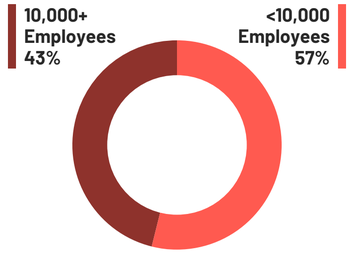
Appendix Figure One: Company Demographics by Locale



Appendix Figure Two: Company Demographics by Industry

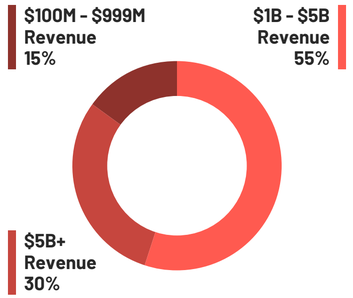


Appendix Figure Three: Company Size



Respondent Company Size

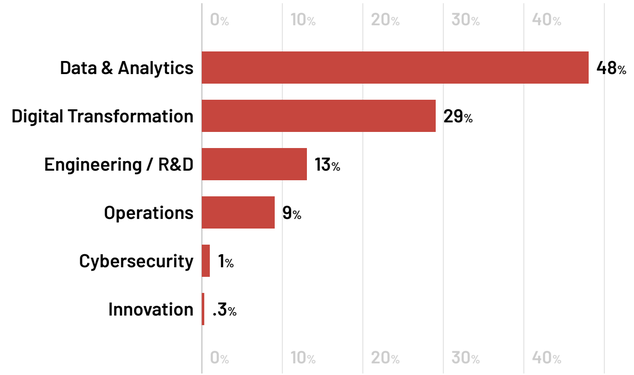
Appendix Figure Four: Company Annual Revenue



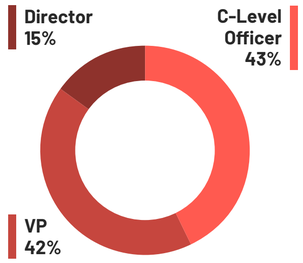
Respondent Company Annual Revenue

Respondent Demographics: Department, Role, Seniority

Appendix Figure Five: Respondent Demographics by Dept

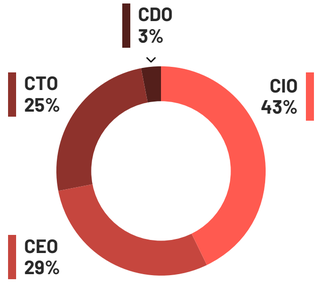


Appendix Figure Six: Respondent Seniority



Respondent Company Annual Revenue

Appendix Figure Seven: Respondent Role



Respondent Company Size