
Luminary
The Great AI Catchup
For Leaders
A free live session by Luminary, with Akhil Raj Gupta and Rishabh Jain

What You’ll Leave With

What Changed

From chatbots to agents that do the work

Your Role

Leaders must go first, in public

AI Native Companies

Where AI pays off and what’s needed

Your 2027 Strategy

Glimpse of what’s coming (our POV)

What We'll Cover

01 What's Changed In AI

02 What It Means For You

03 How AI Native Companies Run

04 Planning Your Next Move

05 AI In 2027: Designing For Agent Experience

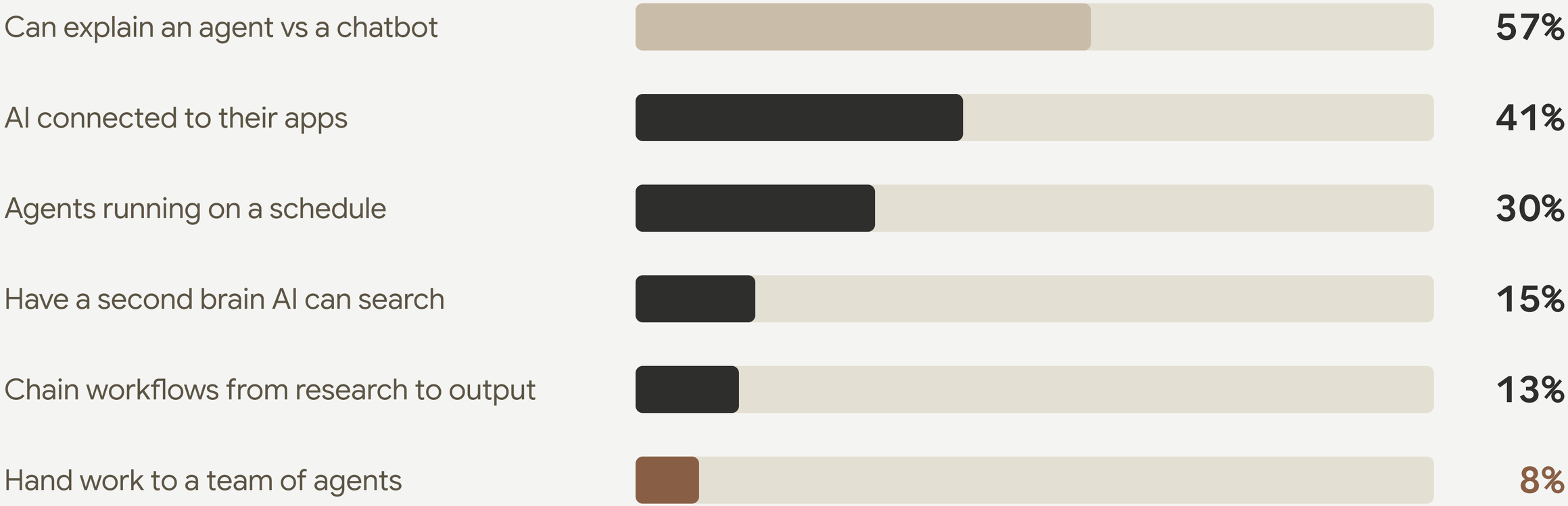
01

What’s Changed In AI

FOR THE ROOM

“Can you explain the difference between an AI chatbot and an AI agent?”

Leaders Know The Words. Few Use The Agents.



Source: Luminary AI fluency assessment data across 150+ leaders and operators

Where Do You Stand Today?

theluminary.ai/assessment

From Generative AI To Agentic AI

2022 – 2024

Generative AI

Produces words.

- Single prompt + response
- No self editing
- Self contained within chat
- Not very useful

2025 – NOW

Agentic AI

Produces words and uses them.

- Agentic loops
- Reasoning based inference
- Does things in the real world
- Serious adoption

From Chatbots To AI Agents

AI CHATBOT

You ask a question.
It answers.

AI AGENT

You assign a job.
It gets done.

Memory

Carries context across days

Skills

Your SOPs for AI

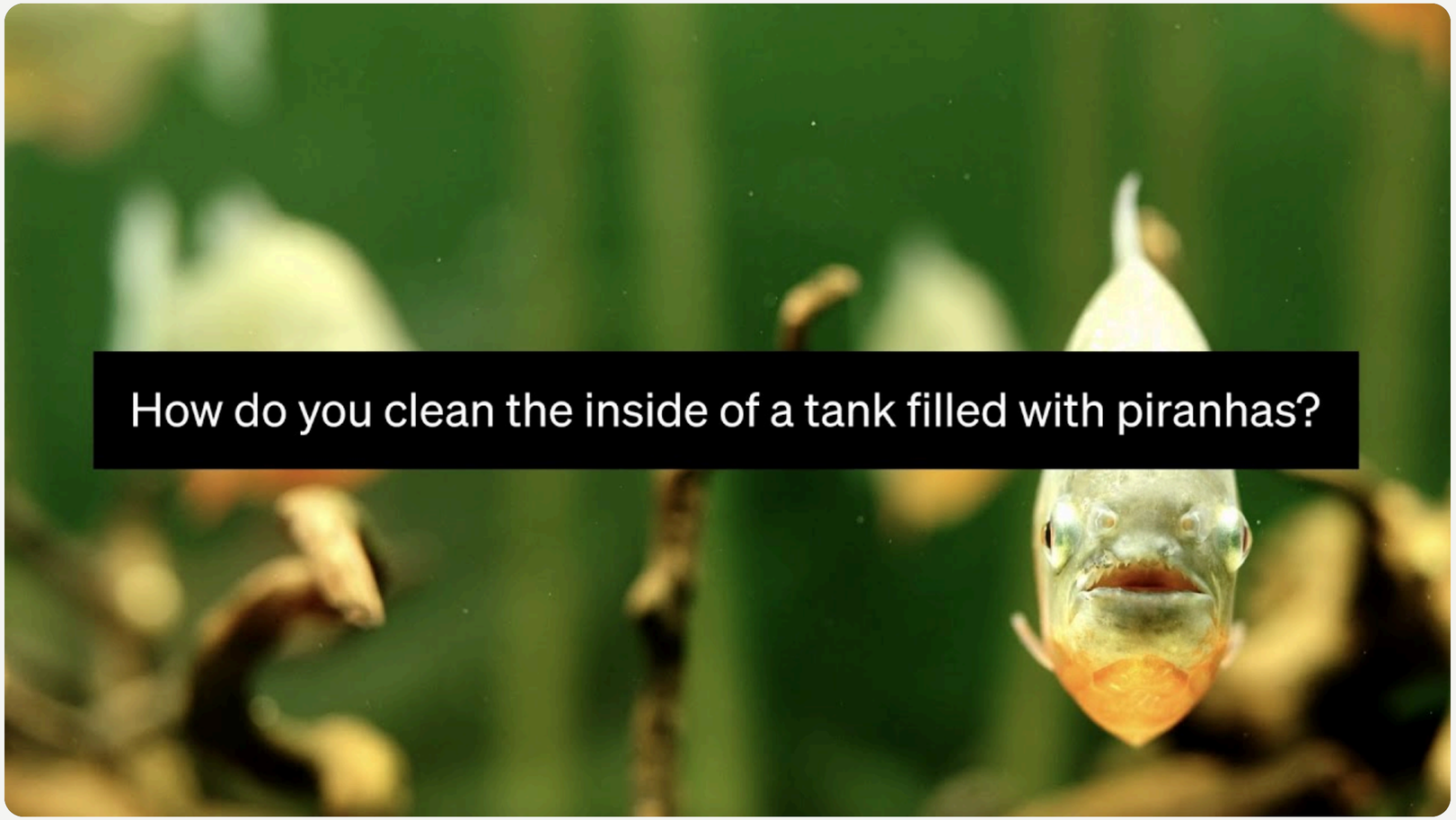
Tools

Execute actions and operations in real apps

Autonomy

Can run for hours on its own, handle multi step problems

The Chat Analog : GPT 4



▶ Watch on YouTube · bit.ly/afs-gpt4

The Agent Analog: GPT-6 Astra



▶ Watch on YouTube · bit.ly/afs-gpt6

How Did This Happen?

Base models got better (reasoning + chain of thought)

Patched knowledge gaps at scale (RLHF + tools)

Realized a good enough LLM + harness = already useful in the real world

Most innovation in AI right now is at the harness level.

Agents SOUND Way Scarier Than They ARE

LLM + **Harness** = **Agent**

The actual mathematical model (Opus, Fable, GPT X)

Produces intelligence via words (tokens)

Application layer on top (Claude Agent SDK, Hermes, Codex)

Makes intelligence useful by executing code
Provides the model with context & safeguards

Does real things in the real world

Every AI App Is Basically Just 3 Things



Seriously, Every AI App **In The World**



Claude



ChatGPT



Lovable



Replit



Grok

Different Agents, Same Concepts

Personal

Acts for you on the web

Instinct · Muse

Work

Inbuilt workspace & tools

Claude · Codex

Embedded

Built into software

Granola · Notion

Custom

Workflows you wire up

n8n · Gumloop

02

What It Means For You

Leaders Should Be The First AI Champions



“Reflexive AI usage is now a baseline expectation at Shopify.”

A year later: “It’s made a tremendous difference inside of Shopify since then... Saying the thing matters.”

Tobi Lütke, Founder & CEO, Shopify

People are twice as likely to use AI every week when their manager backs it.

Gallup

When leaders demonstrate it, the share of people who feel good about AI goes from 15% to 55%.

BCG

How I Run Luminary

WHAT THEY CAN REACH

- Notion — plans and tasks
- Gmail — every thread
- Calendar
- Granola — every call
- Linear — the backlog
- Supabase — the database

(and many more)

THE COMPANY BRAIN

The workspace (Claude, Filesystem, Projects)

Every plan, draft, deck and record the company has, in one place an agent can open. Agents constantly message each other.

The memory & context system

A running thread per workstream. An agent picking one up already knows what happened last time.

WHO DOES THE WORK

- Front-End Agent
- Back-End Agent
- Catalog Agent
- Marketing Agent
- Newsletter Agent
- Video Agent

(total 16)

THEY KNOW OUR WAY OF DOING THINGS

How we work is documented once as `skills` . So is how we look, as a **design system.**

I GIVE THEM A TASK, THEY EXECUTE INDEPENDENTLY

Today one of them rebuilt the entire UX of our website (start to finish, on its own) — while I was building this deck.

Agent Teams That Communicate With Each Other

ASKING EVERY AGENT FOR AN UPDATE

can you just check in on what everybody's worked on today and let me know if everything is done and what,if anything, needs my attention? Ask each of the agents

Ran a command, used 11 tools ▸

I've asked the 10 live sessions (b2b, back-end, strategy, catalog, video-editor, product-management, content, seo, analytics, front-end) and am waiting on their replies. Six other sessions are offline and can't answer: harness_engineering, email-marketing, finance, newsletter, creative and live-demos.

pls summarize all their answers in one line each and only surface if something is burning

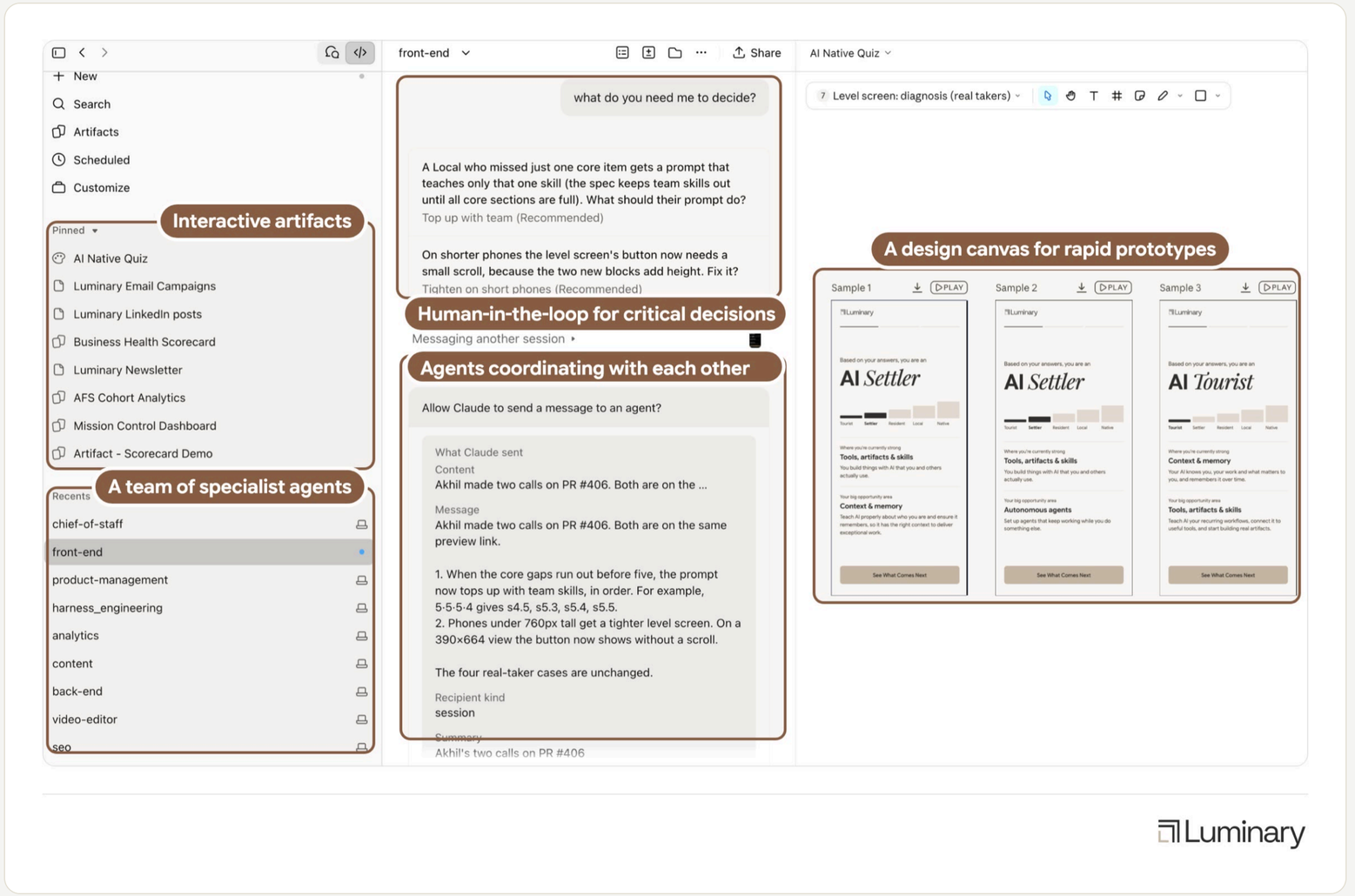
Understood: one line per session, and I'll only flag something that's burning. None of the replies have come in yet, so I'll send the summary once they arrive.

WHAT CAME BACK

All ten sessions replied; the three rows marked 🔥 are the burning items.

Session	Today	Done?	Needs you
🔥 b2b	The logistics client asked about the scope of the full project; the answer is being worked out with you	No, nothing sent yet	How to answer: in writing or on a call
🔥 Back-end	Cohort 3 is live on the site and switches over by itself on 1 Nov	Yes	A Cohort 3 brochure before Sunday; Cohort 2's live brochure shows outdated prices
🔥 Strategy	Cohort 2's final-week marketing drafts are ready; Cohort 3 is handed to catalog	Drafts ready	Your go on the emails and nudges; add enrolled students on Maven before Sunday; Lightning Lesson due Fri 30 Oct
Front-end	Four site changes: quiz intro, quiz scoring, homepage and header links, AFS page cards	Yes	Optional: "3 minutes" and "AI native" wording in a few spots
Product-management	Quiz renamed "AI Fluency Assessment", re-scored and placed across the site	Yes	Go to send catalog the Maven listing copy
Catalog	Cohort 3 live on Maven; quiz link on the Maven listing	Partly	Pick the FAQs to add; whether to hide the AI PM card on the AFS page
Analytics	Updated how it counts site visitors	Yes	Whether to point the AFS dashboard at Cohort 2
Content	Your quiz LinkedIn post is live and logged	Yes	Nothing
Video-editor	Quiz LinkedIn video and thumbnail on your Desktop	Yes	Post it from desktop LinkedIn, the only place the custom thumbnail can be added
SEO	No work today; the weekend's work is complete	Yes	Say "go on phase 2 audit" when you want to start getting other sites to link to ours

A Glimpse Of My Workspace



What We've Done So Far With AI

Built A Tech Company

Launched in 45 days solo, as a non-engineer

Taught 1000+ learners

5+ B2B clients for AI implementation

Practitioners in our network from frontier tech companies

Worked With Leaders

From top companies globally

Google · airbnb · Uber · BCG · EY · strategy& · SAMSUNG · bp · Capital One · standard chartered · PHILIPS · wework · PayU · ANTLER · IBM · Corpay^

Multiple Products

Built and shipped in our lab

- Fluency assessment
- Coworker agents
- Custom plugins
- LinkedIn network analyzer
- Newsletter service

And I still get 8 hours of sleep every night

WHY AM I TELLING YOU THIS

Because You Can Do It Too

It will take you 4 weeks + a bit of hard work

bit.ly/luminary-agents

PS - I promise this is the only ad in this deck

03

How AI Native Companies Run

What Changes When You Are AI Native?

TEAM	THEN	NOW
Leadership	Strategic reviews are lengthy, run on outdated or inaccurate data, and consume significant bandwidth	**Agents build data pipelines & custom dashboards** **Analysts do deep dives and leadership updates**
Finance	Month-end close takes weeks of manual reconciliation, document chasing and spreadsheet fixes	**Agents reconcile continuously and flag anomalies** **Finance teams drive strategy & forecasting**
Operations	Teams constantly chasing stock levels, purchase orders and status updates across emails and spreadsheets	**Agents track inventory and automate procurement** **Humans focus on customer handling & efficiency**
Sales	Sales reps lose much of their week to research, notes and proposals	**Agents automate prep and proposal creation** **Sales reps manage relationships and close deals**
Talent	Company knowledge sits with a few veterans and leaves with them; training is time-consuming and expensive	**Agents create skills and maintain knowledge bases** **Talent teams focus on coaching and development**

Some Companies Have Made Serious Progress

BBVA

3 hours saved per employee every week using AI

zapier

100% of the team use AI daily, up from 63%

Microsoft

Supply-chain planning cut from 10 days to under 2.5

airbnb

18-month code migration finished in 6 weeks

JPMorganChase

150,000 employees use its in-house AI tool weekly

citi

AI tools free up 100,000 developer hours a week

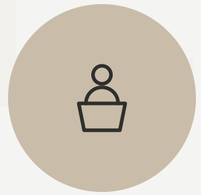
3 Pillars of AI Evangelism



Best workflows become everyone’s default via skills and shared context

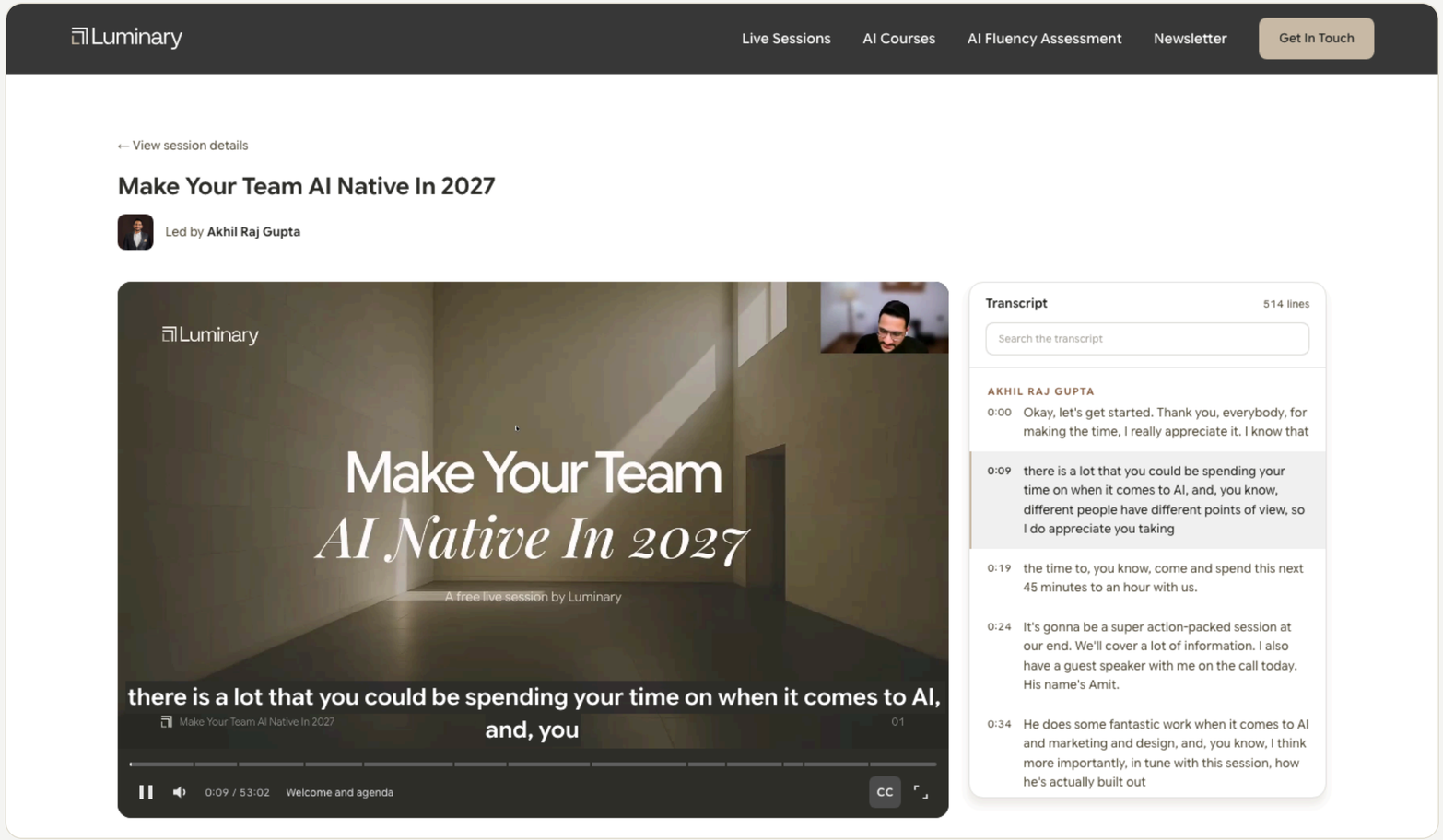


AI champions get time and credit



Leaders go first In public

Go Deeper On How To Make Your Team AI Native



Scan to watch

04

Planning Your Next Move



GUEST SPEAKER

Rishabh Jain

- Co-founder
- Built BILL's customer-facing AI agents team
- Wharton MBA

QUESTION FOR RISHABH

“What would you tell a CEO about how to start applying AI today?”

Perfect Internal Before Building For Customers



Internal Agents

Agents should autonomously run error- free work for your team



Customer-Facing Agents

Require significant investment in evaluations and guardrails

For Customers - Try To Buy Before You Build

START HERE

Buy

- ✓ Off-the-shelf tools and vendors
- ✓ The right start for most companies

Intercom Decagon Sierra

LATER

Build

- Needs dedicated AI talent
- Requires craft around evals, guardrails, compute

Claude API OpenAI API n8n

05

AI In 2027: Designing For Agent Experience

AI Agents Are Becoming Your Customers

THE NUMBERS

People have started asking AI to do things for them.

By 2030, agents will shop, book and buy on our behalf.

14B

Searches people run every day.

Google, via TechCrunch · Jul 2025

2.5B

Messages people send to ChatGPT every day.

OpenAI · Jul 2025

40%

Of those ask it to do something for them.

OpenAI study · Sep 2025

$3–5T

Of global commerce agents could handle or shape by 2030.

McKinsey · Oct 2025

Source: usemagnet.com

3 Pillars Of Agent Experience

Shoppable

Agents can buy without dropping off or bouncing to a competitor

YOU NEED

AX Usability

Personalised

Serve agents well with a concierge agent or agent-friendly services

YOU NEED

AX Personalization

Governed

Spot and stop exploitative agents, like booking scalpers

YOU NEED

AX Governance

TRY THIS: ASK ANY AGENT TO BUY FROM YOU

"Go to [your website] and try to buy [your main product or service] as if you were a new customer. Stop before you pay. Then tell me every step where you got stuck, had to guess or nearly gave up, what caused it, and what I should change so an agent like you could finish next time."

Our Top Predictions For AI In 2027

"Generational companies will be built by leaders who prioritize their own AI adoption, because they understand the art of the possible."



Akhil Raj Gupta
Founder, Luminary

"The proliferation of personal agents, and people using them to buy and book things will be the dominant way commerce is conducted"



Rishabh Jain
Co-founder

As A Thank You For Joining Us Today...

Free 30-Minute Call With Akhil

On your specific AI questions. No strings attached.

BOOK AT

bit.ly/meeting-akhil or email akhil@theluminary.ai

