Agentic Business Processes: Track and Trace Use Cases



Track and trace operations require extensive investigation of serialization alerts, product returns, and shipment discrepancies to maintain regulatory compliance and product availability. These processes often involve manually reconciling information across multiple systems, delaying issue resolution and increasing operational costs. Governed AI agents offer a new approach by analyzing serialization and supply chain data, identifying root causes, and recommending corrective actions for human review.

At **FutureLink Barcelona 2026**, TraceLink's Lucy Deus, Senior Vice President, Supply Network Products, explores three future agentic business process use cases for track and trace. Through illustrative scenarios and demonstrations of decision logs, she explains how agents could investigate compliance alerts, verify serialized returns, and monitor third-party logistics (3PL) shipments. She also discusses the governance, auditability, and human oversight needed for regulated operations, along with TraceLink's roadmap for enabling these capabilities.

Key takeaways:

- **EMVS Alert Investigation**: Explore how agents could identify root causes,

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recommend corrective actions, and accelerate compliance alert resolution.

- **Serialized Returns Verification**: Learn how agents could reconcile serialized returns against original transactions to support accurate reimbursements and reduce financial losses.
- **3PL Serialized Shipment Monitoring**: Discover how agents could compare shipment records with serialization data to identify discrepancies and improve shipment accuracy.

Watch now to explore how future agentic business processes could reduce manual investigations, strengthen compliance, and improve operational performance across track and trace.

VideoMultienterprise Information Network Tower (MINT)Agentic Orchestration, Supply Chain DigitalizationLogistics/Distribution, Manufacturing, Supply Chain

Meet with TraceLink to learn more about the Agentic Supply Chain Operating Model
Fill out the form to speak with our team.

Thank you! We will contact you soon!

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