TMA AI NEWSLETTER

Quarter II of 2025

Welcome to TMA AI Quarterly II 2025 Newsletter which focus on Agentic AI solutions. Please contact biz@tma.com.vn for detailed information. Discover how TMA's Agentic AI solutions can support you on developing new Agentic AI solutions, empower businesses to automate operations, boost efficiency, and build smarter products and solutions. This edition will update you our latest AI Agents for various industries.

Agentic AI Services | New AI Agent Solutions

Agentic AI Services

- **Agentic AI team**
- **AI Agent Development Factory**
- **Available Agentic AI Solutions**

→
- Agentic AI development
- AI Agent and Agentic AI roadmap development
- Setup AI Agent development team
- Agentic AI solutions for various industries
- Prototype and PoC development
- AI Agent integration and deployment

New AI Agent Solutions

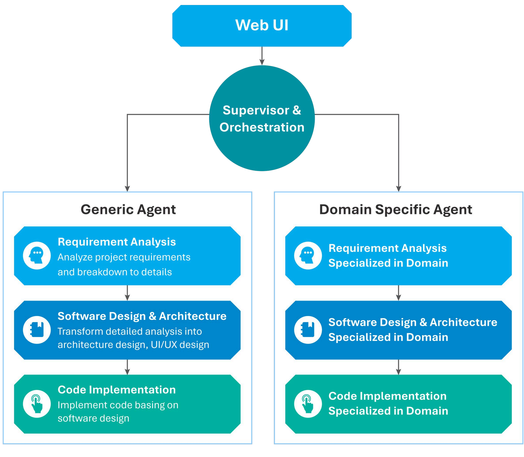
1. TMA Agentic AI Framework
2. AI Agents for Application Development
3. Agentic Vision
4. Enterprise Agentic Framework 2.0
5. Testing Agent
6. Patient Intake Assistant
7. Customer Service Agent
8. Customer Order Assistant

1. TMA Agentic AI Framework

TMA Agentic AI framework connects AI agents with operational processes. It links AI agents together for full workflow automation.

Available Agents	Knowledge-based Agent	Conversation Agent	Browser Agent
	Data Analysis Agent	Testing Agent	Summarization Agent
AI Agent Builder Modules	Workflow Builder	Agent Marketplaces	Flexible Deployment
	Multimodals LLM	Secured Platform	Data Platform

2. AI Agents for Application Development



Description

A set of AI Agents to increase productivity in software development life cycle.

Technologies

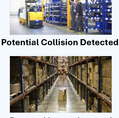
- Multi-agent systems
- No-code/low-code architecture
- Cloud-native infrastructure
- DevOps & CI/CD automation
- AI-based software design & code generation
- Security & privacy technologies

3. Agentic Vision


Coffee Spill Detected

AI-Powered Decision Maker →

Level 1 - Low Urgency : Remote alerts
Mobile SMS & Messenger, Email, Automated Call
Ex: Send SMS to the cleaner


Potential Collision Detected

AI-Powered Decision Maker →

Level 2 - Medium Urgency: On-site Alerts
Sound, AI Voice, Red light
Ex: Activate warning light and sound


Dropped boxes detected

AI-Powered Decision Maker →

Level 3 - High Medium: Customizable automation response
Door Automation, Conveyor Automation, Shutdown Automation, AGV Automation, Robotic Arm Automation
Ex: Activate a robot to place the box back

Description

A flexible framework for rapidly developing object detection solutions, enabling real-time alerts and automated responses.

Functions

- **Dynamic response system:** Detect issues and activates the right automated response based on urgency
- **Self-customizable system:** Preloaded with cases that you can tailor or expand using natural language

Technologies

- **AI frameworks:** Vision-Language Model, GPT-4v
- **Video streaming:** NVIDIA DeepStream, NVIDIA NIM, NVIDIA NeMo
- **Edge AI:** Jetson Orin

4. Enterprise Agentic Framework 2.0

Enterprise Systems

Health Tech | Networking/Telecom | CRM/ERP,...

Enable connectivity with core systems across sectors like Health Tech, Networking, CRM...and more

Enterprise Integration

Seamlessly Integrate with existing enterprise systems

Acts as a middleware to unify data and workflows between TMA Agentic AI agents and enterprise systems for realtime collaboration.

Seamless Plug & Play Workflows

No-code Workflow Creation

ERP Workflows | Health Tech Workflows | Your Custom Workflows

Empower business users to create, customize, and deploy intelligent workflows quickly, without technical expertise.

Core Agentic Framework

Ready-To-Use Agent for multiple use cases

- Knowledge Management Agents
- Interface Agents
- Decisions Support Agents
- Process Automation Agents
- Data Processing Agents

Scalable and Extensible Agent Architecture

A modular framework designed to scale with business needs and support both prebuilt and custom agent development.

Description

A no-code AI framework for developing intelligent, agent-driven workflows with autonomous AI agents that understand context, make decisions, and act across systems.

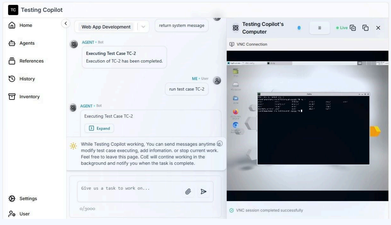
New Functions

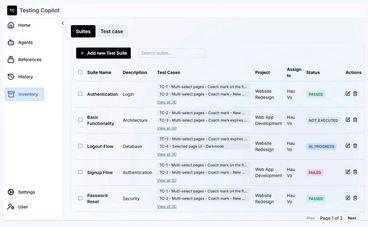
- **Integration hub:** Support Model Context Protocol (MCP) with built-in tools for flexible integration
- **No-code workflow builder:** Enable creating AI workflows with drag-and-drop
- **Knowledge management:** Manage and test knowledge bases with built-in tools
- **Agent & framework SDK:** Build and customize agents for enterprise needs

New Technologies

- **Multi-agent framework:** Model Context Protocol (MCP)
- **AI & LLM models:** DeepSeek, LLaMA (Meta), Qwen (Alibaba)
- **Embedding models:** Hugging Face
- **Backend layer:** Python, FastAPI, Spring Boot
- **Communication:** Redis, gRPC, REST API

5. Testing Agent





Description

This Agent can create test cases from user stories, simulate manual testing steps, and writing automation scripts. This Agent can adapt to system changes with self-healing capabilities, reducing the need for constant test maintenance.

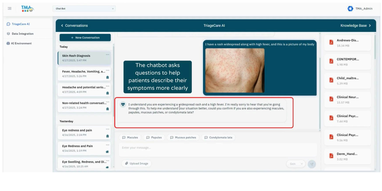
Functions

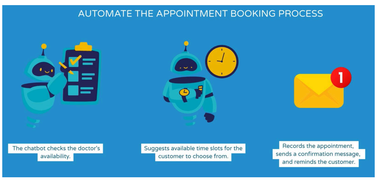
- **Generate test cases from story:** Automatically create test cases from user stories
- **Mimic manual testing execution:** Perform clicks, data entry, and navigation like a real tester
- **Simulate automation scripting process:** Write test scripts without manual coding
- **Self-healing/maintenance:** Adapt to UI changes automatically

Technologies

- **Front-end:** React, Next.js, TailwindCSS
- **Back-end:** Spring Boot, FastAPI
- **Infrastructure:** MinIO, PostgreSQL, Redis, Kafka, Keycloak, Kubernetes
- **AI/LLMs:** LangChain, LlamaIndex, Claude, OpenAI

6. Patient Intake Assistant





Description

This solution simplifies patient check-ins and provides clear guidance. It also integrates with HIS, EMR, and scheduling systems for better coordination.

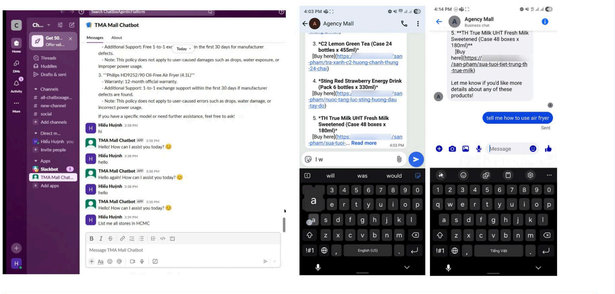
Functions

- **Symptom input via text or image:** Patients can submit symptoms by typing or uploading photos
- **Medical AI understanding:** Analyze inputs using trusted medical datasets for accurate assessment
- **Clear health guidance:** Deliver easy-to-follow advice based on symptom analysis
- **System integration:** Connect with HIS, EMR, and scheduling systems for updates and bookings

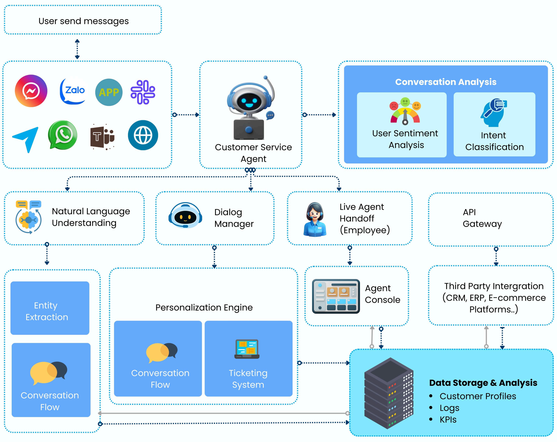
Technologies

- TMA Data Platform
- TMA Agentic AI Framework
- Gemini

7. Customer Service Agent



Intergrate with MS Team, Whatapps, Facebook Messenger, Slack,.. and more



Description

An AI assistant that responds to customer questions in real-time. It learns from your documents, is easy to set up with a drag-and-drop interface, and works seamlessly across your website and social media channels

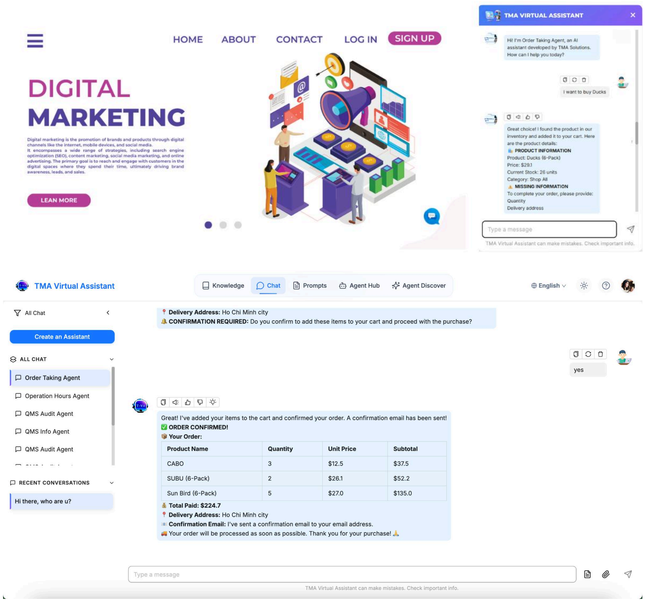
Functions

- Ingest knowledge from multiple data sources (web, text, doc, PDF, internal systems)
- Route complex cases to the right human agents with full conversation history and customer data
- Track customer satisfaction and emotional tone for continuous improvement
- Analyze queries and preferences to suggest relevant products or services in real time
- Provide instant translation for multilingual, global customer support
- Integrate across websites and social media channels (Facebook, Telegram, TikTok, Zalo, etc.)

Technologies

- Front-end: Next.js, CopilotKit, Tailwind CSS
- Back-end: FastAPI, LangGraph, PostgreSQL, LightRAG
- Infrastructure: Docker
- LLM models: Qwen3, OpenAI

8. Customer Order Assistant



Description

An AI agent chatbot integrated across web and social channels to automate product queries, confirm purchases, and track orders - enhancing the full customer journey.

Functions

- **Sales assistant:** Help customers find products, order, and get answers
- **Auto order creation:** Create orders instantly via system integration
- **Auto handoff:** Switch to a human agent when needed
- **Easy integration:** Integrate to websites and social platforms

Technologies

- **Multi-agent framework:** ADK, A2A, MCP
- **AI & LLM models:** OpenAI, Google AI
- **Embedding models:** OpenAI embeddings model, Google AI embedding model
- **Backend layer:** Python, FastAPI
- **Database & storage:** MongoDB, MinIO
- **API:** REST API
- **Web frontend:** Next.js

Explore TMA AI Solutions: TMA AI Solutions & TMA AI Quarterly II 2025 Newsletter