

From Generative to Multi-Modal to Agentic AI



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*The IT Community is committed to providing appropriate and relevant content to the GLOBAL community utilizing a broad range of communication and publication platforms. We continuously answer the question, **“How does Technology Support CRE & FM?”***

We want to collaborate and share the best case studies!



The Importance of IFMA Communities and Councils

Communities are aligned with Core Competencies

- Business Leadership (BUS)
- Environmental Stewardship & Sustainability (ESUS)
- Information Technology Community (IT)
- Military Community (MIL)
- Operations & Maintenance Health Safety (OMHS)
- Real Estate Advisory & Leadership (REAL)
- Workplace Evolutionaries (WE)

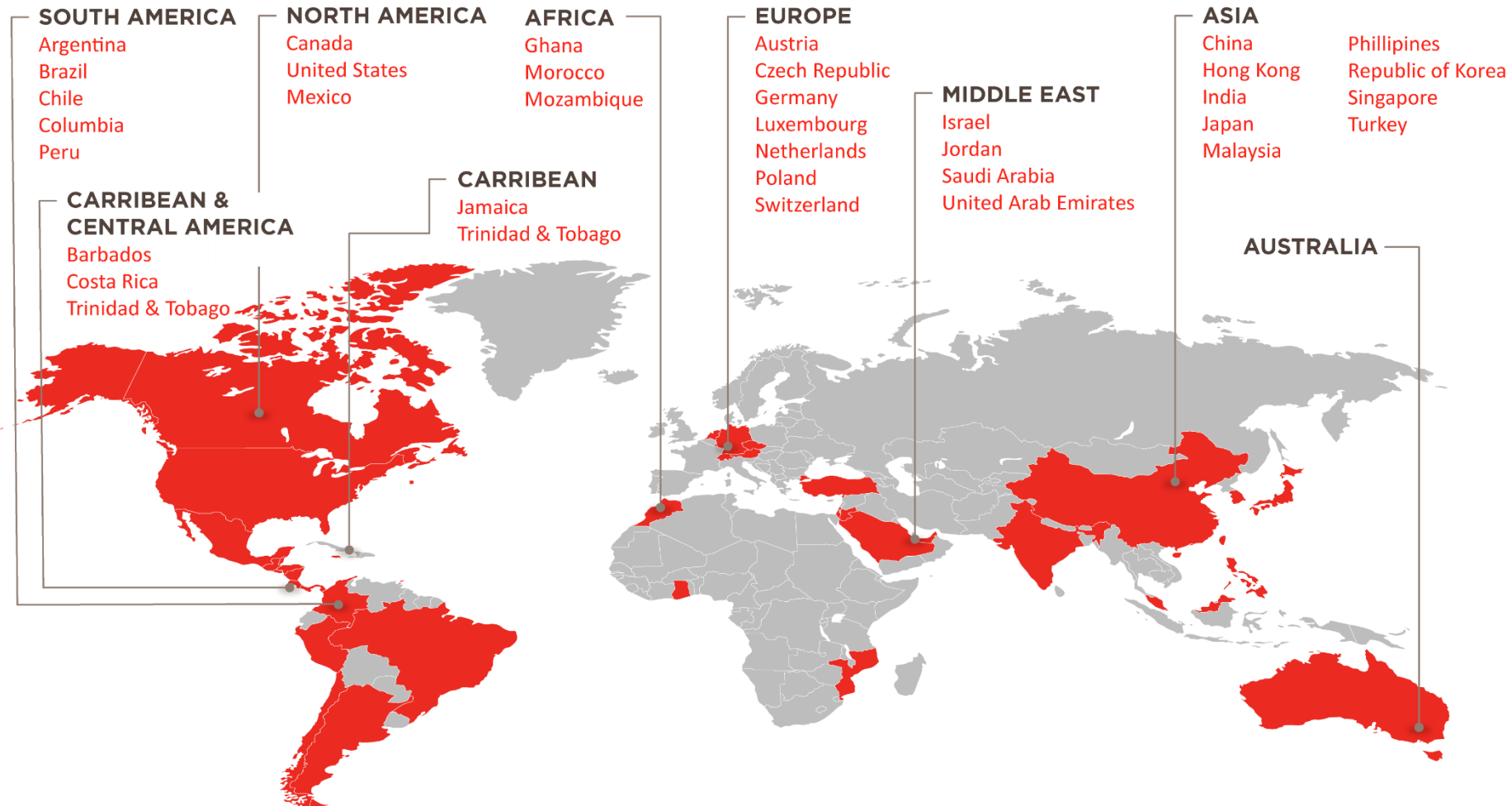
Councils are aligned with Vertical Markets

- Academic Facilities Council
- Airport Facilities Council
- Banking Institutions & Credit Unions Council
- City & Country Clubs Council
- Corporate Facilities Council
- FM Consultants Council
- Food Service & Restaurant Council
- Legal Industry Council
- Manufacturing, Industrial & Logistics Council
- Museums/Cultural Institutions Council
- Public Sector Facilities Council
- Religious Facilities Council
- Research & Development Facilities Council
- Utilities Council

Many thanks to our Members



We have over 250 Members from over 32 countries and over 5,000 followers





iT Technology Community
A Community of  **IFMA™**

Resources

What We Do to Support the Built Environment

- Articles
- Books
- Webinars
- Conference Workshops and Presentations
- Hosted Symposiums
- Newsletters
- Benchmarking Reports
- Networking Events
- Social Media
- Subject Matter Expert Advice for Membership



COMPONENT
CONNECTIONS



infocomm



How often do you use AI at work?

A Frequently: Several times a week

B Occasionally: About once a week

C Rarely: Less than once per month

D Nope: No use at all



Aspect	Generative AI	Agentic AI
Core Function	Content création (text, images, code, etc.)	Takes autonomous actions to achieve goals
Human Role	You provide prompts	Works independently, with very little human oversight
Best Use	Generating ideas, content creation	Automating workflows, making decisions, acting on behalf of users



What do we mean by AI?

"Generative AI got us started. Multi Modal AI can provide added results. **Agentic AI takes us further.**"

AI Hype & Trust in AI

Hype vs. Reality: Where AI Agents Stand Today

Aspect	Hyped Capability	Real-World Reality
Autonomy	Fully self-operating agents	Semi-autonomous, need oversight
Speed	Instantaneous processing	Multi-step = latency
Cost	Low-cost automation	Iterative loops can get expensive
Trust	Reliable advisors	Black-box decisions raise concern

Trust Building serves as the critical bridge that helps organizations navigate past the trough of disillusionment toward sustainable AI value.

WHY THIS MATTERS

Hype vs. Reality

AI often overpromises in early stages, with true business value emerging later in the cycle. Organizations must distinguish between marketing noise and genuine capability.

Trust is Key

Successful adoption depends on explainability, transparency, and robust security frameworks. Without trust, even powerful AI remains unused.

Workplace Leaders' Role

Executive leadership must guide the transition from experimental pilots to measurable, trustworthy outcomes that drive business value.

Sustainable Adoption

Trusted AI systems unlock operational efficiency, enhanced customer experience, and sustainable competitive advantage in the marketplace.



The Evolving Workplace

Today's facility managers juggle competing pressures: cutting costs, improving employee experience, and keeping hybrid workplaces running smoothly.

Core Challenges

Efficiency &
Cost

Experience
& Trust

Future-
proofing

Prompt Engineering Fundamentals

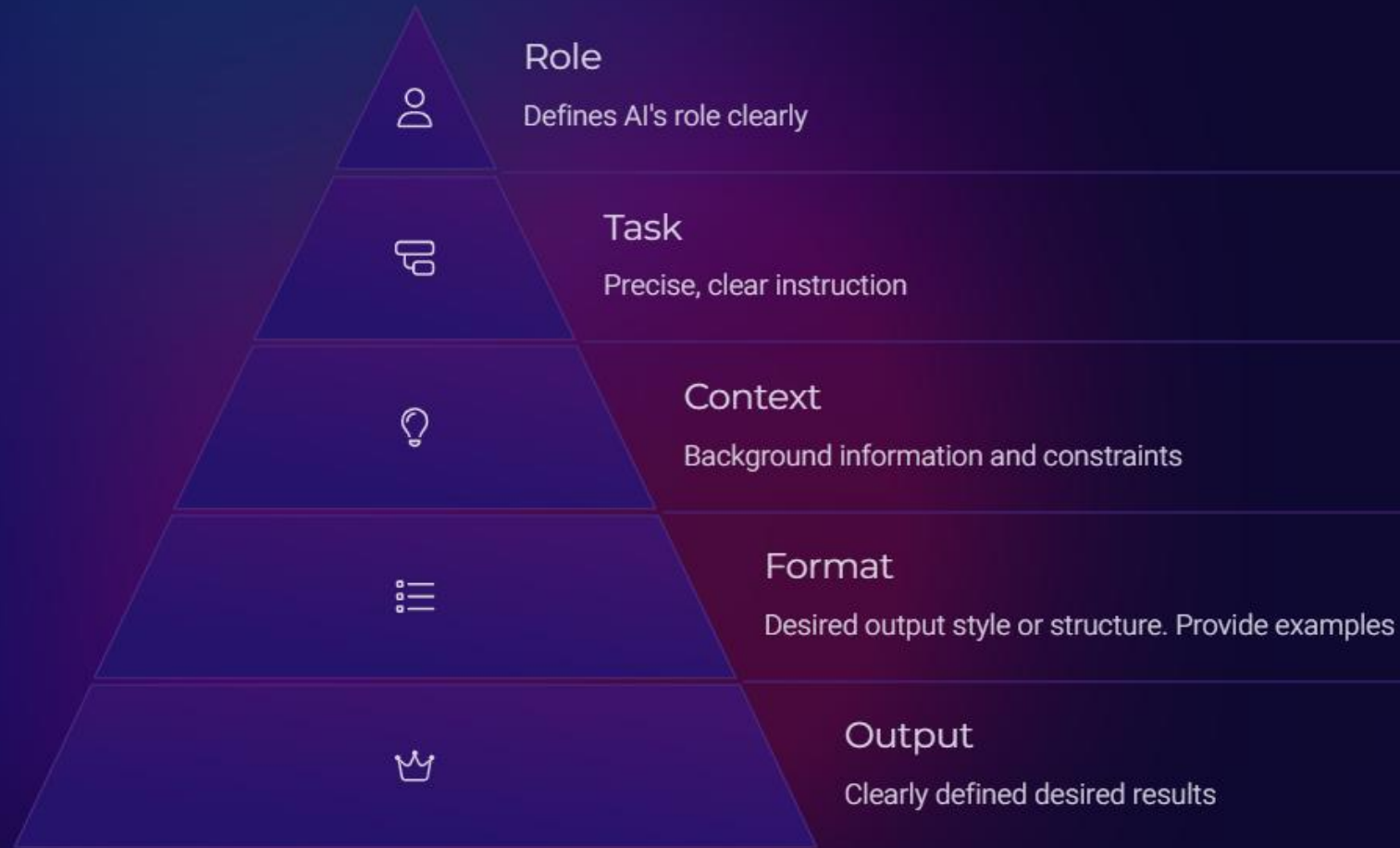
Prompt Engineering – Mastering Instructions

Why Prompt Engineering Matters

- A prompt guides the AI to deliver exactly what you need.
- Clear, precise prompts yield precise, more valuable results.
- Simple prompts lead to basic responses; advanced prompts unlock specific outcomes.

Prompting without detail is like asking a contractor to “just make it look nice.”

Anatomy of an Effective Prompt



Special formatting elements enhance prompt clarity:

- **Headers (#)**: Organize your request into clear sections.
- **Bold Text (** **)**: Emphasize critical parts of instructions.
- **Quotes (" ")**: Clarify specific terminology or focus.

Simple Prompt

"Write an annual maintenance schedule and job plans for an HVAC Rooftop Unit."

Output:

- Basic quarterly tasks like cleaning coils, changing filters.
- No details about safety, PPE, exact parts, or costs.



Google Drive



GPT Job Plan.Simple HVAC Rooftop Unit

Advanced Prompt (Structured & Detailed)

markdown

Copy Edit

Role

You are an HVAC Maintenance Planning and Scheduling Expert.

Task

Develop a comprehensive annual maintenance schedule along with detailed, step-by-step job plans.

Specifics

- **Safety Procedures**: Each job plan must commence with safety protocols, including required PPE, lockout/tagout procedures, and emergency response plans.
- **Seasonal Maintenance**: Provide distinct maintenance job plans for both heating and cooling seasons.
- **Parts Information**: For each service schedule, list the required parts, their part numbers, and estimated costs.
- **Labor Estimates**: Include the estimated labor time for each job plan.
- **Annual Summary**: Summarize the total annual parts cost, labor time, and labor cost.

Context

The Trane Precident Rooftop Unit is utilized in commercial settings to provide heating and cooling.

Examples

- **Cooling Season Maintenance**: Tasks such as inspecting and cleaning condenser coils, checking refrigerant levels, and cleaning condensate drains.
- **Heating Season Maintenance**: Tasks including inspecting and cleaning burners, checking gas valves, and testing safety controls.

Notes

- Ensure that all maintenance activities comply with the manufacturer's guidelines as outlined in the manual.
- Safety is paramount; always prioritize adherence to OSHA standards and industry best practices.
- Utilize reliable sources to obtain current part numbers and pricing information.

Advanced Output:

- Comprehensive safety and PPE guidelines.
- Specific seasonal tasks, detailed parts lists (e.g., R-454B refrigerant cylinder at ~\$500, precise filter types and sizes).
- Labor time and cost estimates, summarized annually.



Google Drive



GPT Job Plan.Trane Prescedent Rooftop Unit

Some Agentic AI Examples



Waymo's use of Agentic AI involves a complex system of interconnected AI agents that perceive the environment, predict future scenarios, and make real-time, autonomous driving decisions to navigate roads safely. These agents are goal-driven, adaptive, and learn from vast amounts of real-world and simulated driving data. By combining custom AI models with advanced sensors, Waymo's system allows its self-driving vehicles to operate independently in dynamic urban environments, demonstrating a leading application of agentic AI in the physical world.

Perception Agents:

These agents process raw data from sensors like lidar, cameras, and radar to detect and identify objects, traffic signs, and road conditions.

Prediction Agents:

Analyzing patterns in road user behavior, these agents simulate thousands of potential outcomes to anticipate what other vehicles, pedestrians, and cyclists might do.

Decision-Making Agents:

Based on the processed environmental data and predictions, these agents independently decide on actions such as steering, braking, and accelerating to achieve the goal of safe and efficient navigation.

System Integration:

These different agents function as a collaborative team, with their combined efforts enabling the Waymo Driver to operate autonomously.



The year 2025 is set to be a milestone for advanced robotics as manufacturers worldwide unveil state-of-the-art humanoid robots. From Tesla's versatile Optimus Gen 2 to Engineered Arts' lifelike Ameca, these innovations span a range of applications—from industrial automation to social interaction. In this guide, we explore 12 leading humanoids, detailing their standout features and key metrics to help you understand how they are shaping the future of robotics.





Accelerate employee engagement, connection, and productivity with 5C^{AI}

Meet Korbyt 5C^{AI}—five purpose-built AI agents that enhance the Korbyt digital signage and workplace experience platform. Designed to streamline operations and reduce manual effort, 5C^{AI} keeps your workforce connected and your infrastructure running smarter.



What's on the Menu?



Menu Images Generated by Mid Journey which reduced production costs

Agents created to monitor ordering vs consumption, which helped optimized spend

Agent created to provide excess to food banks daily in 12 countries over 100 sites

Other Examples of Practical AI We are Watching



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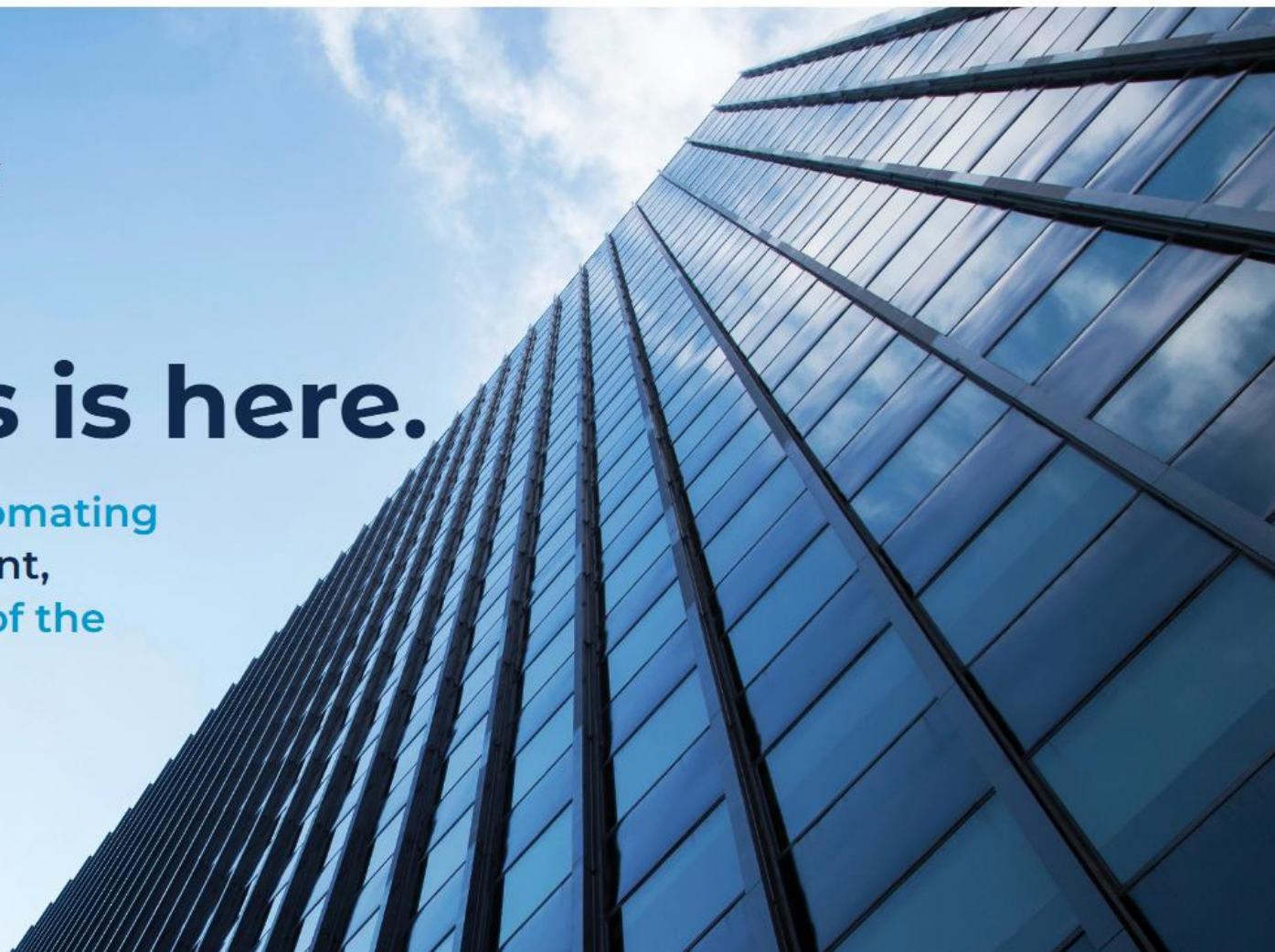


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3D Asset Creation

Say goodbye to the tedious process of creating 3D models and design renderings. Use Elora's AI Engine to create beautiful 3D models and images, making your design process faster than ever before.



Elora's 3D Engine at Work

Elora's 3D Engine can create 3D models with precision accuracy, meaning our tool will deliver 3D assets that properly represent image shapes, dimensions and scale of specified objects.

Learn More About What's Included in Our 2D to 3D Conversion Process Below.



AI in CRE: Career Navigator

Chart your course in the new era of Corporate Real Estate. Get a personalized, AI-powered career plan based on the latest industry transformations.

Your Current Role

Lease Administrator

Your Key Skills

- Data Literacy
- AI Fluency
- Systems Thinking
- Digital Change Management
- Ethical Technology Use
- Data Security & Privacy
- Financial Acumen
- Deal Negotiation
- Relationship Management
- Predictive Analytics
- Sustainability (ESG) Reporting
- Workplace Experience Design
- PropTech Integration

Upload Resume (Optional)

Provides a more detailed analysis.

Select a file to upload

PDF only (Max 5MB)

Your Career Goal

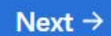
Advance to a strategic leadership role in CRE



Ready to Navigate Your Future?

Fill out the form to your left to receive a personalized career analysis. Discover how AI is shaping your role, what skills you need to develop, and the steps to take for future success in Corporate Real Estate.

Copilot Smart mode, now with GPT-5



+ Create



GPT-5 NEW

C

Hi Ted, what should
dive into today?

Quick response 

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Thanks!