



Agents Built Anywhere. Managed with MuleSoft.

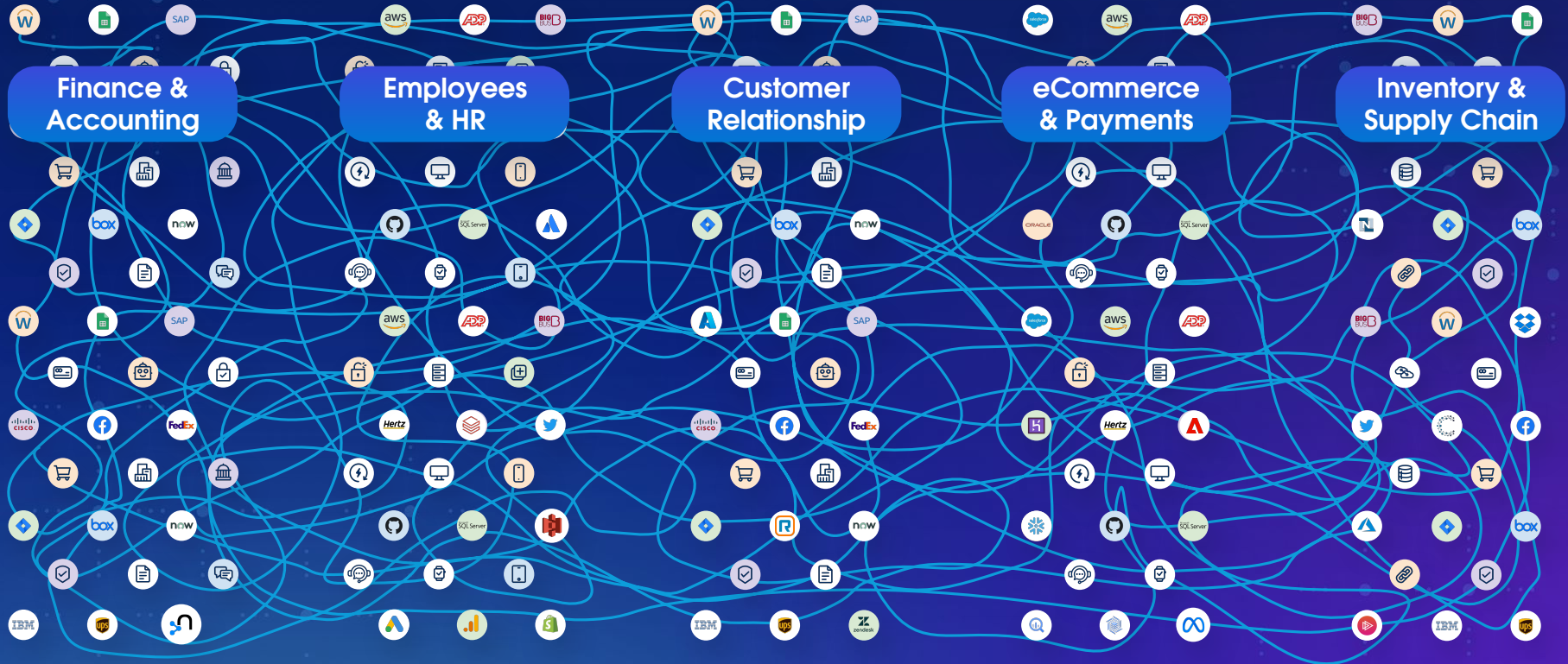


Speaker name

Title



The average enterprise has 897 apps



Every experience is adding an agent



Leading to an EXPLOSION of agents



Agentforce offers comprehensive control, but how do you manage the others?



Uncontrolled agents are **unsustainable**



**Siloed agents &
trapped value**



**Inconsistent
experiences**



**Security &
compliance risk**



**Inefficient
workflows**

Box AI

Genie

ORACLE

In-house

Dash



MuleSoft is built for this

Natural evolution of our platform to power agentic transformation

	Digital Transformation	▶	Agentic Transformation
Orchestrate across...	apps & systems	+	agents
Manage & govern any...	API	+	agent
Reuse & discover all...	APIs	+	agents & tools
Embrace open standards like...	REST & OpenAPI	+	MCP & A2A
Scale your...	composable enterprise	+	agentic enterprise

MuleSoft Agent Fabric

**Govern and orchestrate every AI agent
to fuel your agentic enterprise**

Govern Any Agent, Anywhere

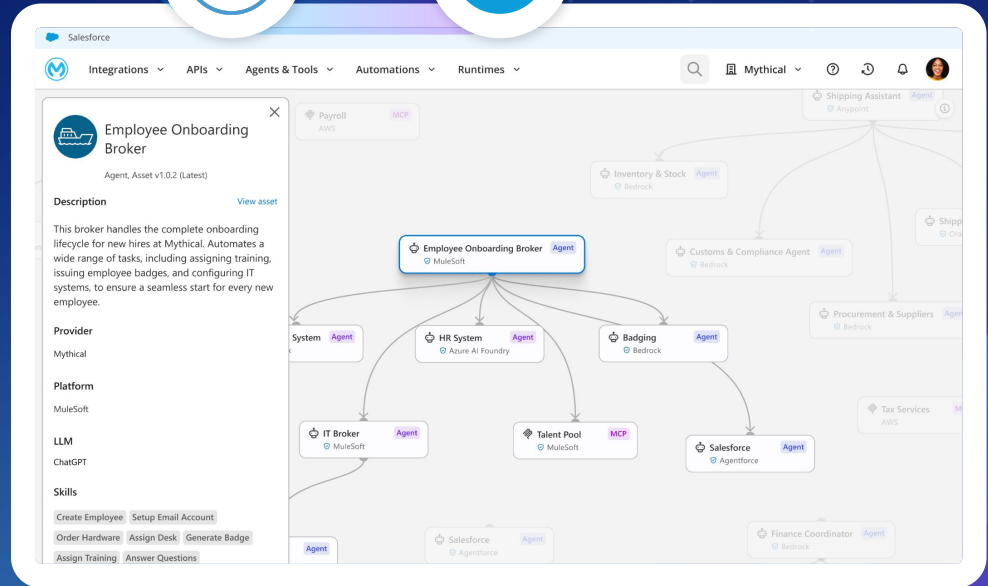
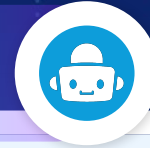
Ensure control and compliance across every agent and system with enterprise-grade governance

Orchestrate Agents Across Ecosystems

Automate work across any agent, app, or tool by intelligently routing agents to the right resources

Observe Every Agent Interaction

Gain insight into agent actions with a visual trace of their workflows and decision making



MuleSoft Agent Fabric



Agents Built Anywhere. Managed with MuleSoft.

Discover

Catalog, surface, and reuse agents and tools across ecosystems

Agent registry & scanners

Orchestrate

Conduct processes across agents and systems with intelligent routing

Agent orchestration

Govern

Apply security and compliance policies to every agent interaction

Agent governance

Observe

Gain visibility into agent-to-agent relationships and interactions

Agent visualizer



Systems



Agents

Enterprise Actionability



Data



AI

MuleSoft Agent Fabric



Discover

Orchestrate

Govern

Observe

Enterprise Actionability

System Actions

Make any API agent-ready in minutes by exposing it as an MCP server using simple configuration

AI Actions

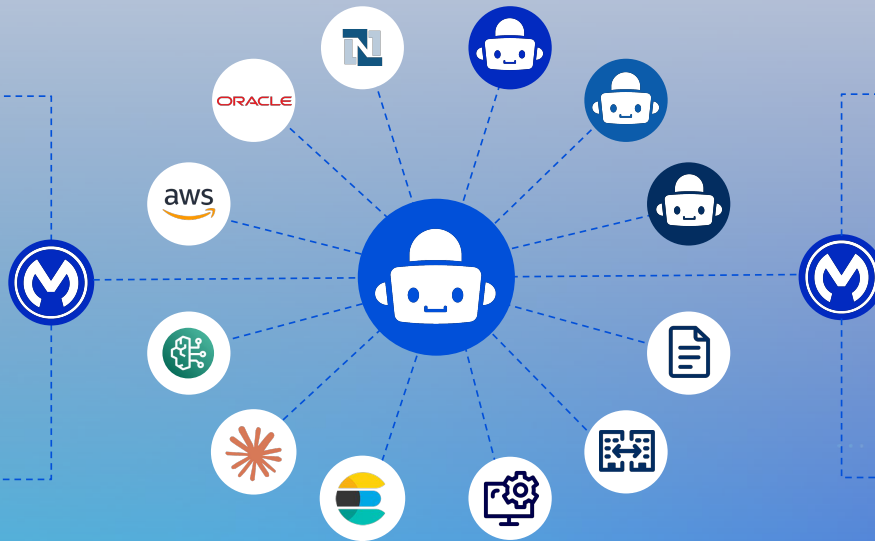
Unlock any LLM or Vector Database for use in agentic workflows using the MuleSoft AI Connectors

Agent Actions

Expose any agent as an A2A server or client to enable seamless interaction

Data Actions

Connect any type of data to your agents from unstructured, to legacy, to partner/EDI



MuleSoft Agent Fabric



Discover

Orchestrate

Govern

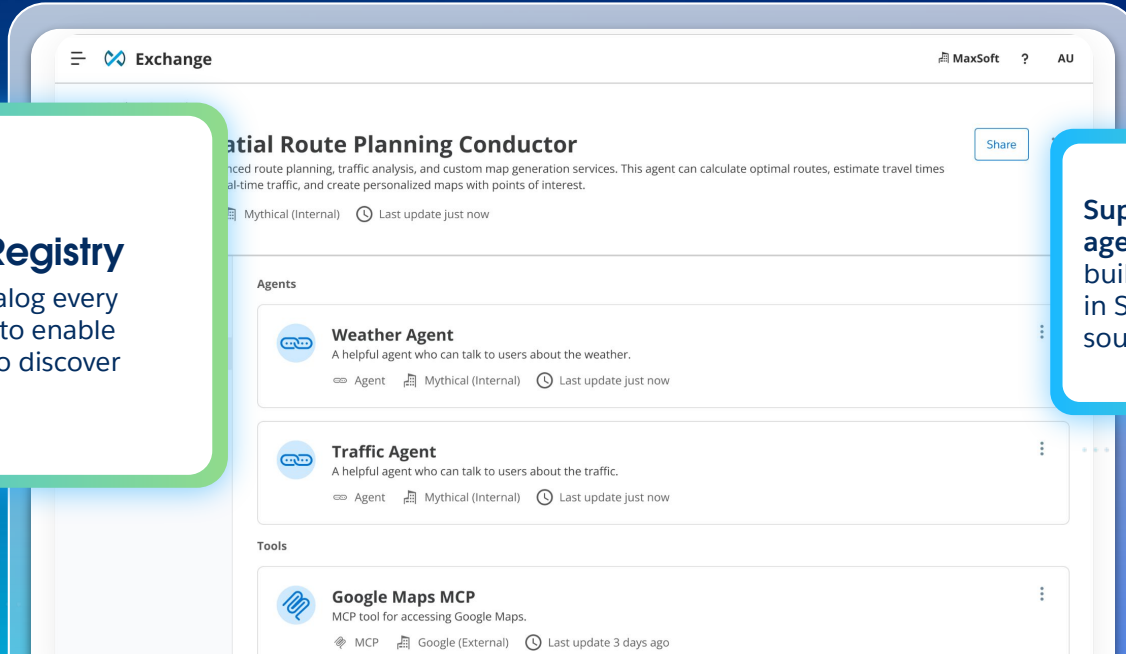
Observe

Enterprise Actionability

GA | Now

MuleSoft Agent Registry

A central location to catalog every enterprise agentic asset to enable developers and agents to discover and reuse



Support for any AI or agentic asset, whether built in-house, embedded in SaaS systems, or sourced externally



MuleSoft Agent Fabric



Discover

Orchestrate

Govern

Observe

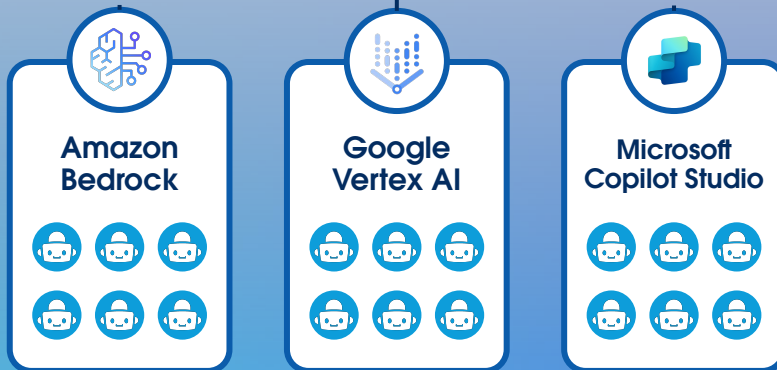
Enterprise Actionability

GA | Now

Agent Scanners

Automatically discover agents across popular ecosystems and catalog them in Agent Registry

Agent Registry



Catalog agents from agent ecosystems like Amazon Bedrock, Google Vertex AI, and Microsoft Copilot Studio

MuleSoft Agent Fabric



Discover

Orchestrate

Govern

Observe

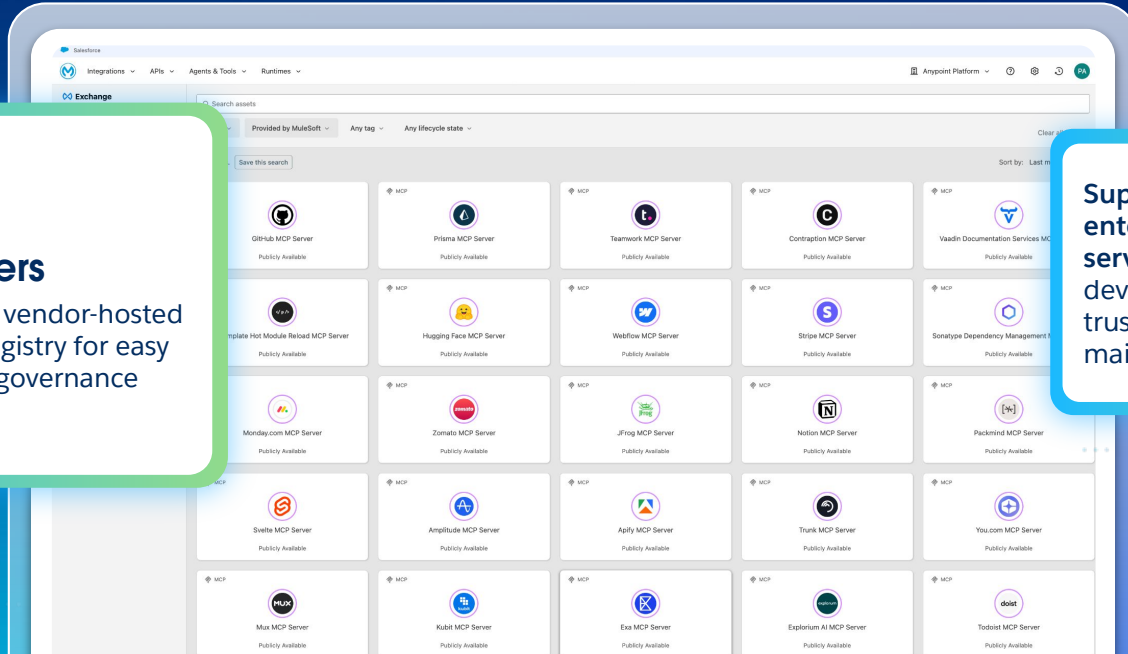
Enterprise Actionability

GA | Now

Public MCP Servers

A curated list of remote, vendor-hosted MCP servers in Agent Registry for easy access and streamlined governance

Support for enterprise-ready MCP servers, ensuring developers build with trusted secure, and maintained assets



MuleSoft Agent Fabric



Discover

Orchestrate

Govern

Observe

Enterprise Actionability

GA | Now

MuleSoft Agent Broker

A context-aware routing service that continuously discovers and engages the best-fit agents and assets, ensuring complex processes execute seamlessly, securely, and with consistent quality.

Okay, I've updated your broker to use OpenAI LLM.

Add Ticketing System and IT agents. Also the Talent Pool and Slack MCP servers.

✓ **Task Completed**

I added the following assets. No changes were made to your LLM, MCP servers, or existing Salesforce/HR System agents.

- ticketing-agent
- badging-agent
- it-broker-agent
- talent-pool-mcp
- slack-mcp

Type your prompt...

```
54 tools:
55   - mcp:
56     server: talent-pool-mcp
57     allowList:
58       - TalentPoolMcpServer.match_email_to_address
59   - mcp:
60     server: slack-mcp
61     allowList:
62       - ConductorSlackMcpServer.send_status_update
63
64 links:
65   - salesforce-agent:
66     authentication:
67       oAuth2ClientCredentials:
68         inbound:
69           - tracing
70           - guardrails
71         outbound:
72           - guardrails-
73           - traffic-agent-
74
75   - hr-agent:
76     authentication:
77       oAuth2ClientCredentials:
78         inbound:
79           - tracing
80           - guardrails
81         outbound:
82           - guardrails-
83           - traffic-agent-
84
85   - ticketing-agent:
86     authentication:
87       oAuth2ClientCredentials:
88         policies:
89           inbound:
90             - tracing
```

Define business focused domains for every agent and tool to bring structure to the most complex agentic ecosystems

MuleSoft Agent Fabric



Discover

Orchestrate

Govern

Observe

Enterprise Actionability

GA | Now

MuleSoft Agent Governance

Extend MuleSoft's high-performance API gateway to secure, inspect, and manage every agent-to-agent and agent-to-system interaction

Agent Administration / GeoSpatial Route Planning Conductor / Add policy

Search by name

Browse

Show all policies

AZA

- Agent card policy
Rewrite Agent card to point to backend API.
[Learn more](#)
- Agent Content Logging
Log all content through MCP servers.
[Learn more](#)
- Agent Rate Limiting
Apply Rate limiting to individual MCP tools & resources.
[Learn more](#)
- Agent Spike Control
Apply Spike Control to individual MCP tools & resources.
[Learn more](#)
- Agent Prompt Decoration
Modify the incoming prompt with context as input to AZA server.
[Learn more](#)
- Agent PII Policy
Protect sensitive personal data to identify an individual.
[Learn more](#)

Apply policies to every agent interaction for rate limiting, authentication, data masking, PII, compliance checks, and more

MuleSoft Agent Fabric



Discover

Orchestrate

Govern

Observe

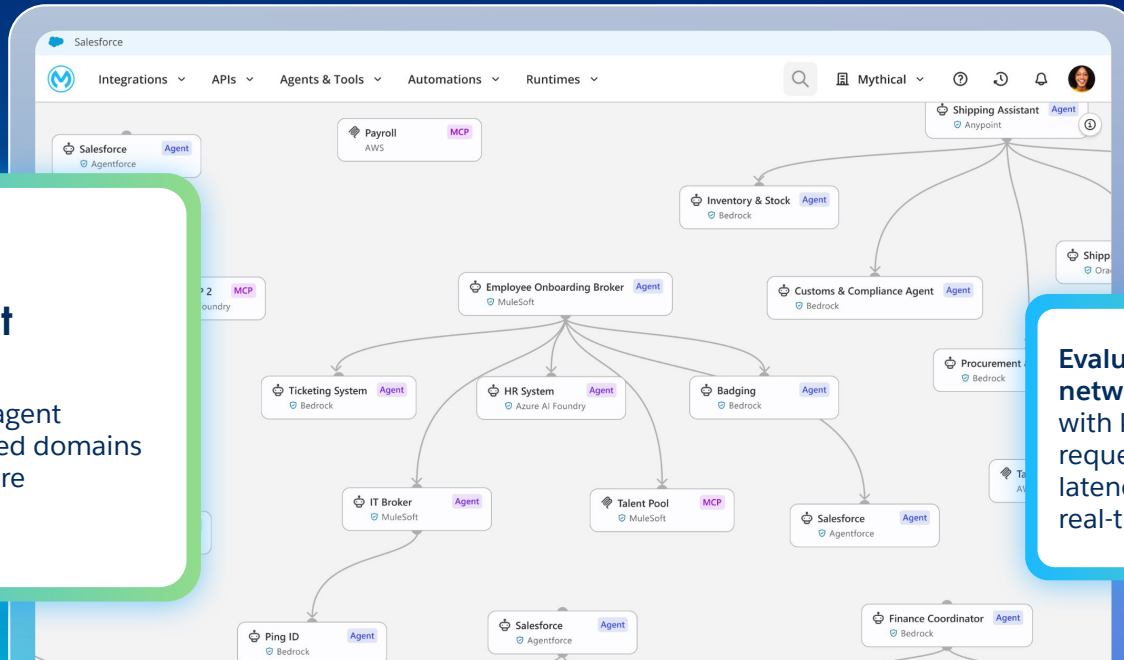
Enterprise Actionability



GA | Now

MuleSoft Agent Visualizer

A visual map of your agent network and associated domains to show how agents are interacting



Evaluate your agent network performance with key metrics like request volume, response latency, and error rates in real-time

Why MuleSoft?



Proven foundation to govern and orchestrate across your entire enterprise



Enterprise-Grade Governance

Extend security and control to any agent with built-in governance and AI policies.



Universal Actionability

Empower agents to act anywhere by leveraging new protocols like MCP and A2A to build and extend business processes.



Unified Platform

Connect everything - your applications, data, and systems - to empower and govern agents as they take action across your entire business.



Intelligent Tooling

Create and extend business processes or APIs using AI natively, or bring your own third-party AI tools.

#1

Market share leader for Integration & API Management

5x

Faster project delivery with pre-built AI connectors

Deploy across 15 different regions

57%

Increase in productivity

MuleSoft Agent Fabric Roadmap



GA | Jan/Feb 2026



Agent Scanners

Automatically discover and catalog agents across popular ecosystems like Amazon Bedrock, Vertex AI, and Azure AI Studio

Discover



Agent Registry: Add MCPs via URL

Simplify the addition of new MCP servers to Agent Registry

Discover



Agent Registry: Public MCP Servers

A curated set of third party MCP endpoints to streamline connectivity through Agent Brokers, MCP clients, and Flex Gateway

Discover



Agent Broker: Expanded LLM Support

Expanded LLM support to Gemini

Orchestrate



Trusted Agent Identity

Enable agents to act securely on behalf of a user, ensuring secure, auditable, and compliant actions

Govern



Agent Visualizer: Enhanced Search

Filter and search the Agent Visualizer map by agent or tool type

Observe

GA | Mar/Apr 2026



Agent Registry: Add Agents via URL

Simplify the addition of new agents to Agent Registry

Discover



Agent Broker: Patterns

New orchestration patterns for broker to provide additional flexibility and configurability

Orchestrate



LLM Gateway

Unified access point for LLMs to streamline cost management, orchestration, and governance

Govern

Demos



1

Click Through Demo

Explore the solution at your own pace with a guided overview and deep-dive demo

2

End-to-end Demo

Walkthrough an onboarding use case with your customer

3

Announcement Video

Spread the launch news with a solution overview and demo

4

Highlight Video

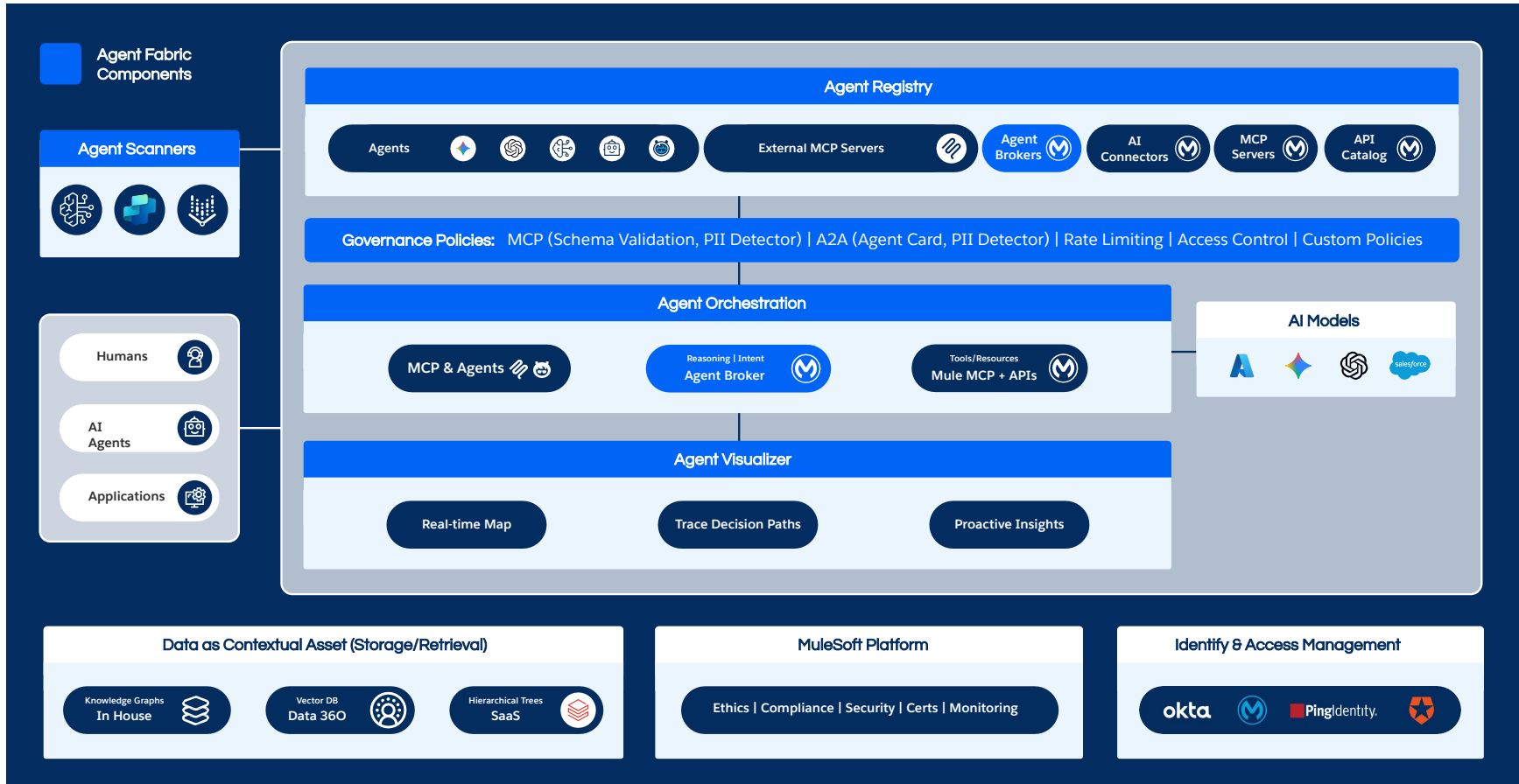
Get a high-level overview of the solution



Reference Architectures

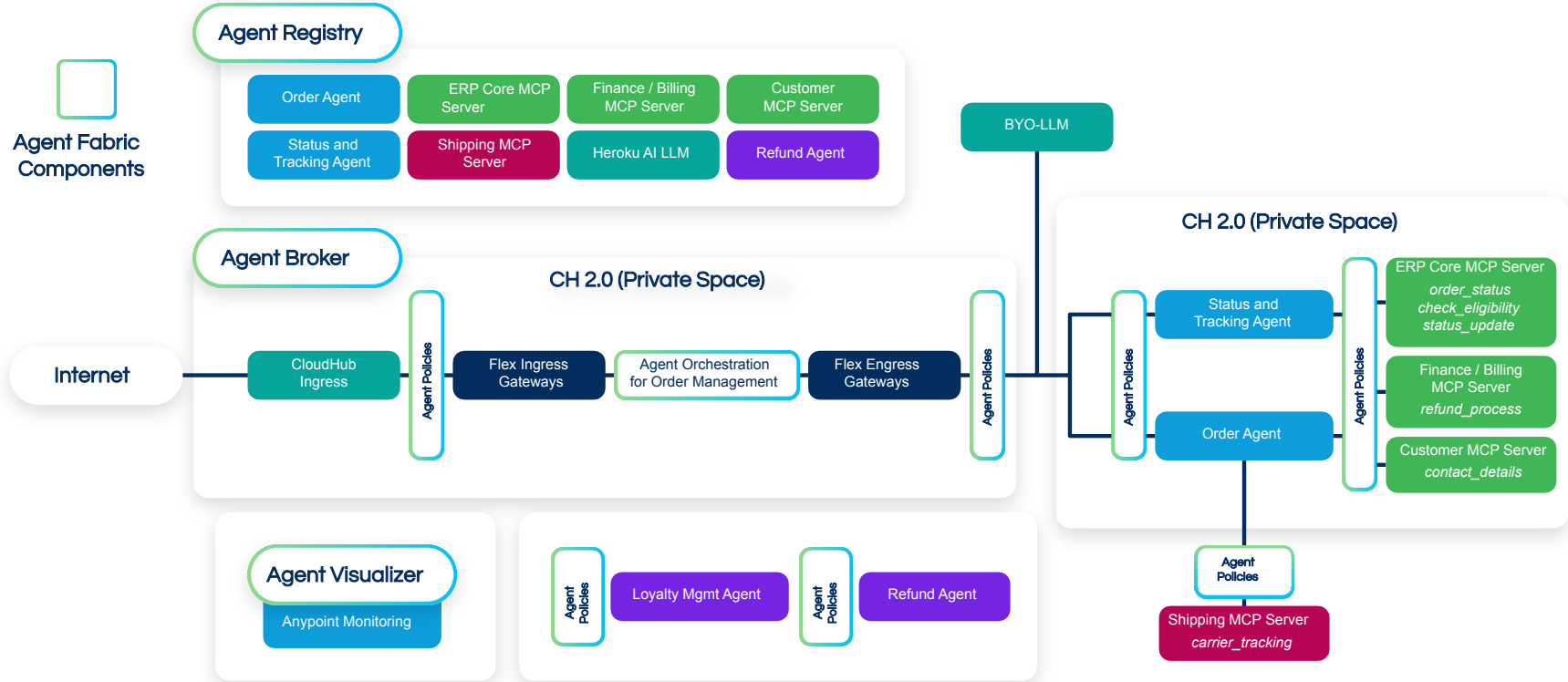


MuleSoft Agent Fabric Reference Architecture



MuleSoft Agent Fabric Component Architecture

Agent Fabric
Components





Customer Stories

View all stories [here](#)



MSC Cruises orchestrates agents to elevate digital experiences

Challenge

Isolated systems hindered AI agents from accessing relevant systems and applications

Solution

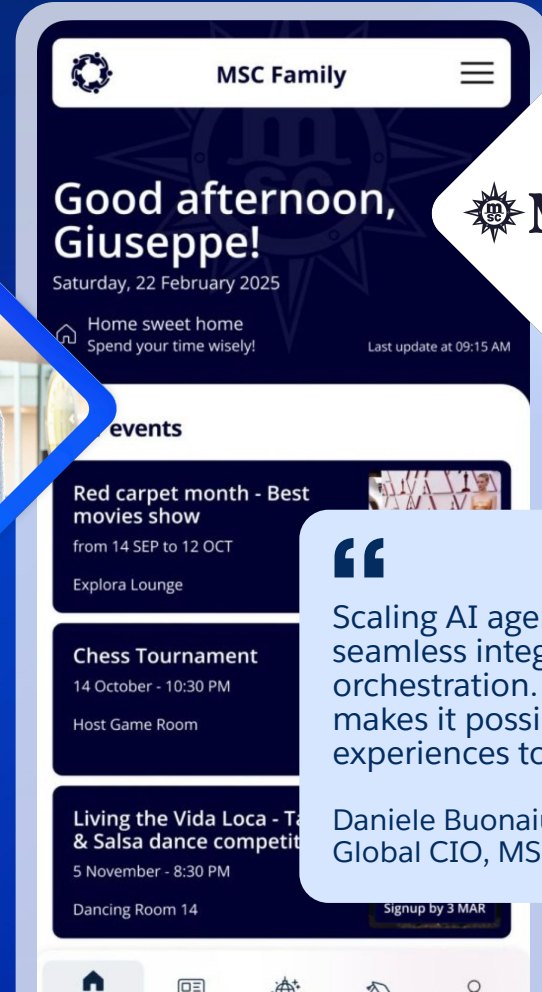
Orchestrating 50+ agents as a Virtual Concierge, querying APIs to proactively assist guests

300K+

Conversations via
Virtual Concierge

94%

Customer
satisfaction



Scaling AI agents requires seamless integration and orchestration. MuleSoft makes it possible, elevating experiences to new heights.

Daniele Buonaiuto
Global CIO, MSC Cruises

Scaling agentic service

MSC Cruises' Virtual Concierge architecture



Virtual Concierge

UX



Agent Orchestration Layer

MCP

A2A

Agentic Workforce

Welcome Agent

MCP

A2A

Promotions Agent

MCP

A2A

Booking Agent

MCP

A2A

Service Agent

MCP

A2A

Tour Agent

MCP

A2A

Enterprise Grade APIs and Assets

APIs

Events

IoT

Files

APIs

Events

SQL

Files

APIs

Events

IoT

Files

APIs

Events

SQL

Files

APIs

Events

IoT

Files

Barco extends API foundation to power agentic transformation



BARCO



Challenge

Legacy "black box" integrations were hard to maintain, govern, and scale

Solution

Power new multi-agent use cases by leveraging reusable APIs as the foundation

60%

Decrease in development time



As AI agents become critical to our operations, governance and transparency are non-negotiable. MuleSoft Agent Fabric gives us the guardrails to adopt AI responsibly without hindering innovation.

Joris Diependaele
Senior Integration Architect, Barco

Accelerating agentic innovation

Barco's agentic architecture



Moody's unlocks seamless experiences with agent orchestration



MOODY'S

Challenge

Needed a solution to manage and observe agents across a growing AI ecosystem

Solution

Centralizing agent orchestration and governance to accelerate trusted, scalable innovation

53%

API reuse rate



“

We're creating a cross-ecosystem agent network. With MuleSoft Agent Fabric as our control plane, our agents can deliver smarter, more personalized experiences for both sellers and customers.

Cristina Pieretti, Head of Digital Content and Innovation, Moody's

MCP fuels the agentic future at healthcare product innovator



Use Case

To prepare for an AI-native future and power Agentforce, this leading healthcare company implements a scalable solution for enabling standardized, agent-ready MCP assets

Solution

This organization uses MuleSoft MCP support to provide a governed and efficient way for new AI agents to access real-time enterprise data and take secure action across critical business systems



Healthcare
Product
Innovator

65

MCP servers built
in 2 weeks

MuleSoft Agent Fabric

MCP/A2A

Registry

Broker

Governance

Visualizer

Integration underpins agentic innovation at Roche



Use Case

With 1,500 APIs unlocking 300+ systems, Roche leverages existing investments in integration and governance to power AI and agents

Solution

Expose APIs and data products as MCP servers to apply the same permissions and governance controls and enable agents to access systems seamlessly and securely

MuleSoft Agent Fabric

MCP/A2A

Registry

Broker

Governance

Visualizer



Integration is the enabler for us to unlock data and serve the entire value chain, all the way to the patient. And now with AI, that data becomes even more powerful.

Lukasz Pakula, Head of Enterprise Digital Integration and Insights, Roche

MCP powers context and action at Roche



MuleSoft Agent Fabric

Agentic Experiences



Agentforce



PO Traceability Agent

A2A protocol



Recruiter Agent



Enterprise Search Agent

Governance & Lifecycle Management

Semantic Layer for Context & Action

Enterprise-grade APIs, Events and AI Assets

MCP-enabled Data Products

MCP-enabled APIs

Master Data

Materials

Customers

Product Family

Cost Centers

Make, Sell & Deliver

Sales Orders

Pricing

Production Orders

Delivery Info

Procurement & Finance

Purchase Orders

Supplier Contracts

Service Entries

Inventory Reservations

Backend Systems



Streamlining loan applications at digital mortgage lender

Use Case

With over 65 million client interactions each year, this lender needs AI-powered solutions to equip bankers with relevant information to streamline the loan application process

Solution

Build an Agent Broker that can securely orchestrate agents and MCP tools to summarize call history and loan information, provide next steps, and schedule appointments for bankers via Slack

MuleSoft Agent Fabric

MCP/A2A

Registry

Broker

Governance

Visualizer



Digital
Mortgage
Lender

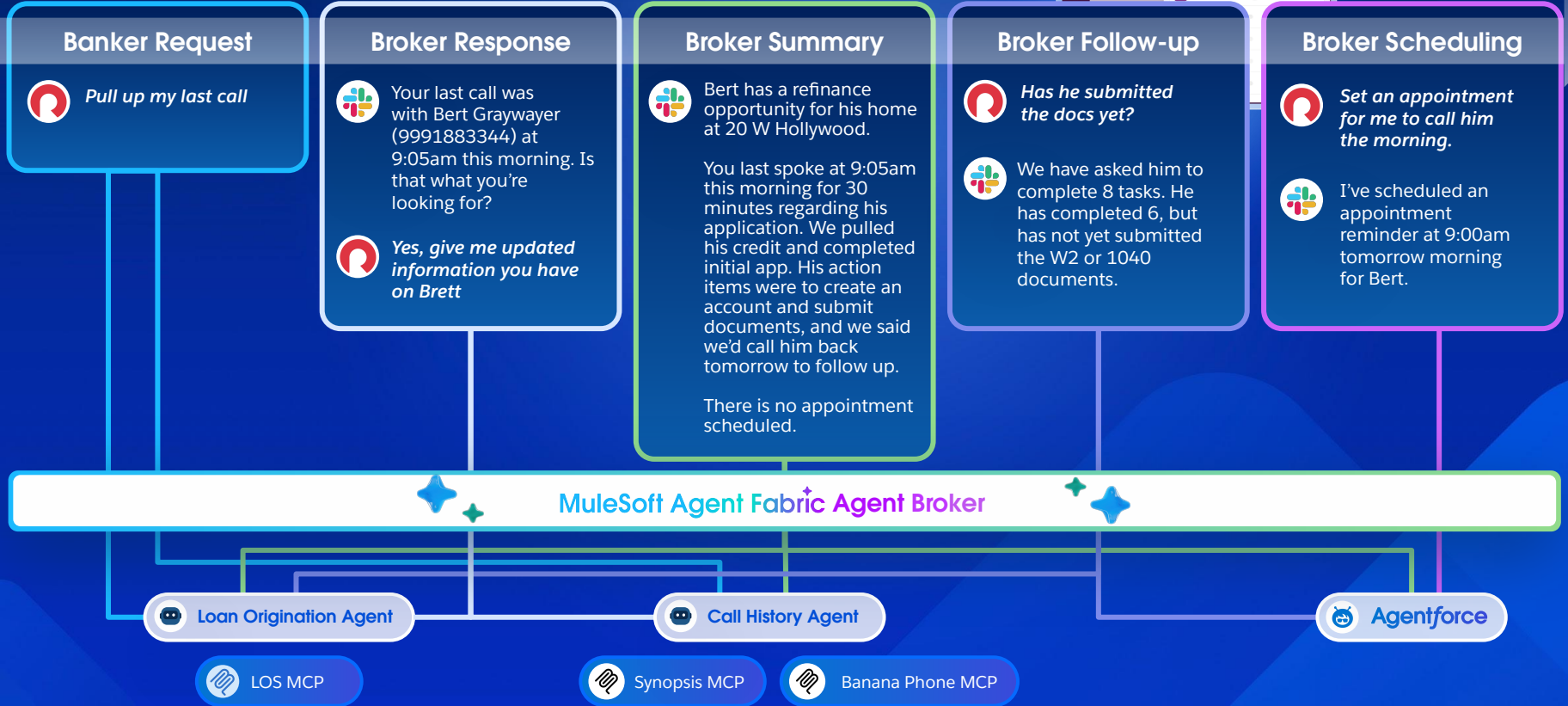
MuleSoft
Agent Fabric
is built to serve

65M
Conversations



Banker assistant use case

Digital
Mortgage
Lender



Empowering bankers at digital mortgage lender



User experience  Slack

MuleSoft Agent Fabric Agent Broker

Agents  Call History Agent  Agentforce  Loan Origination Agent

A2A protocol

Tools  Synopsis MCP  Banana Phone MCP  Salesforce MCP  LOS MCP

AI & data foundation  Synopsis API  Banana Phone API  Salesforce API  LOS API

Building the coordination layer between human & digital work at r.Potential



r.Potential



Use Case

r.Potential's mission is to capture real workforce demand, generate realistic and deployable configurations of human and AI capabilities, and connect them directly to business outcomes

Solution

MuleSoft Agent Broker will orchestrate a network of specialized agents and MCP tools, using Flex Gateway for security and Agent Visualizer for observability, to power a conversational AI agent and insights dashboard for executives



MuleSoft gives us the foundation to orchestrate our agents at scale with enterprise-grade security. It's more than coordination, it's the connective tissue for the next generation of enterprise intelligence.

Greg Shewmaker, Chief Executive Officer, r.Potential

MuleSoft Agent Fabric

MCP/A2A

Registry

Broker

Governance

Visualizer

Units of Potential use case



MuleSoft Agent Fabric Agent Broker



Discovery Agents

Continuously surface emerging signals across markets, industries, and workforce dynamics to identify where strategic opportunity and friction are forming from enterprise data and r.Potential's proprietary Global Labor Graph



Synthesis Agents

Integrate external signals with proprietary enterprise context to generate strategic insights aligned to real business outcomes



Decision & Execution Agents

Translate strategic insights into deployable Units of Potential and orchestrate execution through governed agent networks

Using AI to power strategic insights



Client Application

Agent Network

MuleSoft Agent Fabric Agent Broker

MCP

MCP Services

UoP Generation

Prompt Management

Signal Management

Service Bus

Digital Twin

A2A

Agent Layer

Article Scraper Agent

UoP Agent

Report Formatter Agent

Insight Synthesizer Agent

Content Cluster Agent

Global Labor Graph

Faster, smarter site payment reconciliation at pharma CRO



Pharma CRO



Use Case

To reduce manual effort and risk of errors, this pharma CRO needs a solution to automate the detection and resolution of clinical site payment reconciliation issues

Solution

MuleSoft Agent Fabric will connect frontend and backend agents and MCP tools to automatically detect errors, generate remediation proposals for human review, and update systems of record



MuleSoft Agent Fabric automates the entire discovery, analysis, and resolution workflow. We've replaced an error-prone, manual process with an integrated, automated, and scalable engine. This is how we guarantee compliance, eliminate manual errors, and accelerate payments to clinical sites, all with full auditability.

Senior Director, Integration Engineering,
Pharma CRO

MuleSoft Agent Fabric

MCP/A2A

Registry

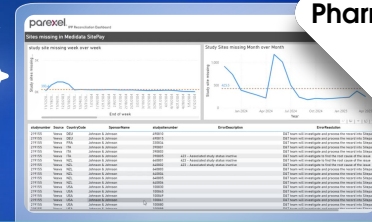
Broker

Governance

Visualizer

Payment resolution use case

Pharma CRO



MuleSoft Agent Fabric Agent Broker

Review Payments

The Site Agent prepares a list of failed payments for the site payments administrator to review. The admin requests a fix for a specific payment record.

Orchestrate Agent

Agent Broker receives the request and sends it to the Site Analyst Agent to research and propose a resolution.

Analyze Discrepancy

Agent Broker helps the Site Analyst Agent retrieve reconciliation records via MCP. The Site Analyst Agent analyzes the data identifies the root cause.

Correct Issues

Agent Broker tasks the Site Agent to get approval from the administrator, then updates various systems of record via MCP and MuleSoft Connectors to resolve the payment issue.

Summarize Status

Once the issue has been corrected, the Broker passes the result to the Site Agent and the administrator sees the update on their dashboard.

Automating payments for pharma



Pharma CRO

MuleSoft Agent Fabric

Investigative Payment Processing Dashboard (IPP)

User
Experience



Site Agent

Agent Broker

Agents



Site Analyst Agent

Tools



CTMS MCP



Oracle EBS
MCP



Mediate
MCP



IPP MCP

AI & data
foundation



CTMS API



Oracle EBS API



Mediate API



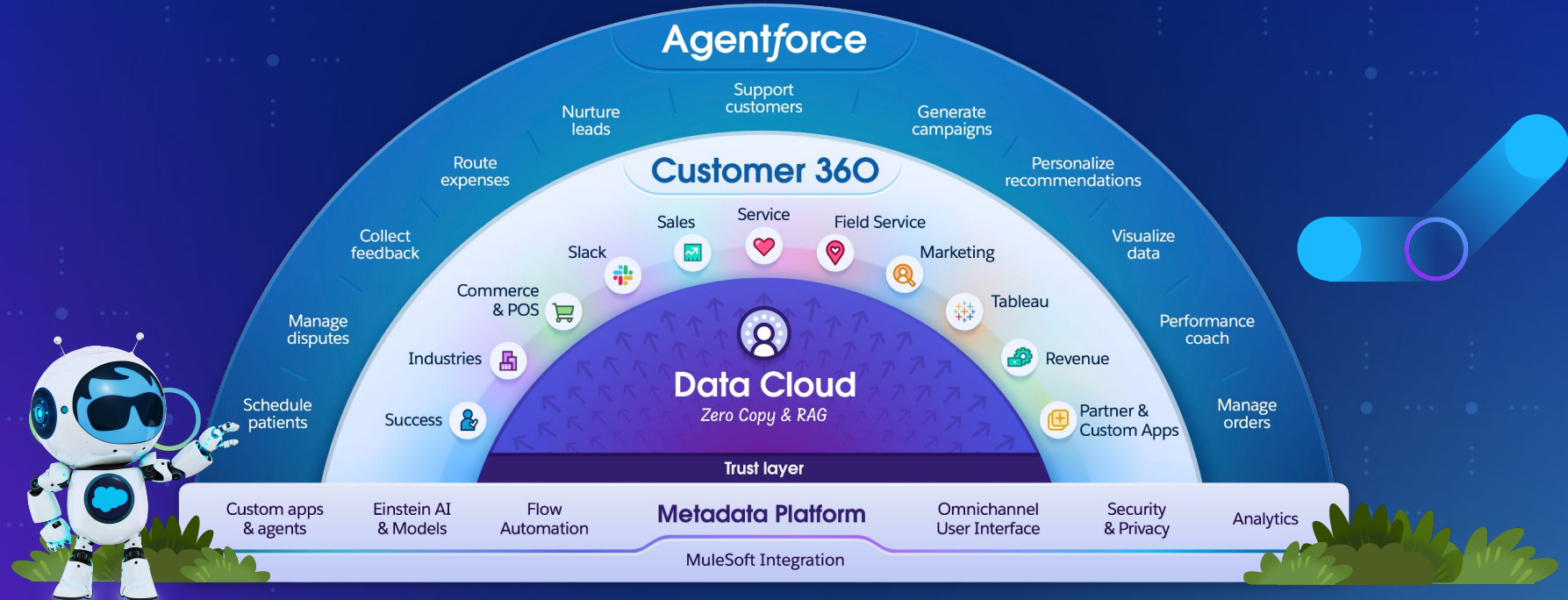
IPP API

Agentforce



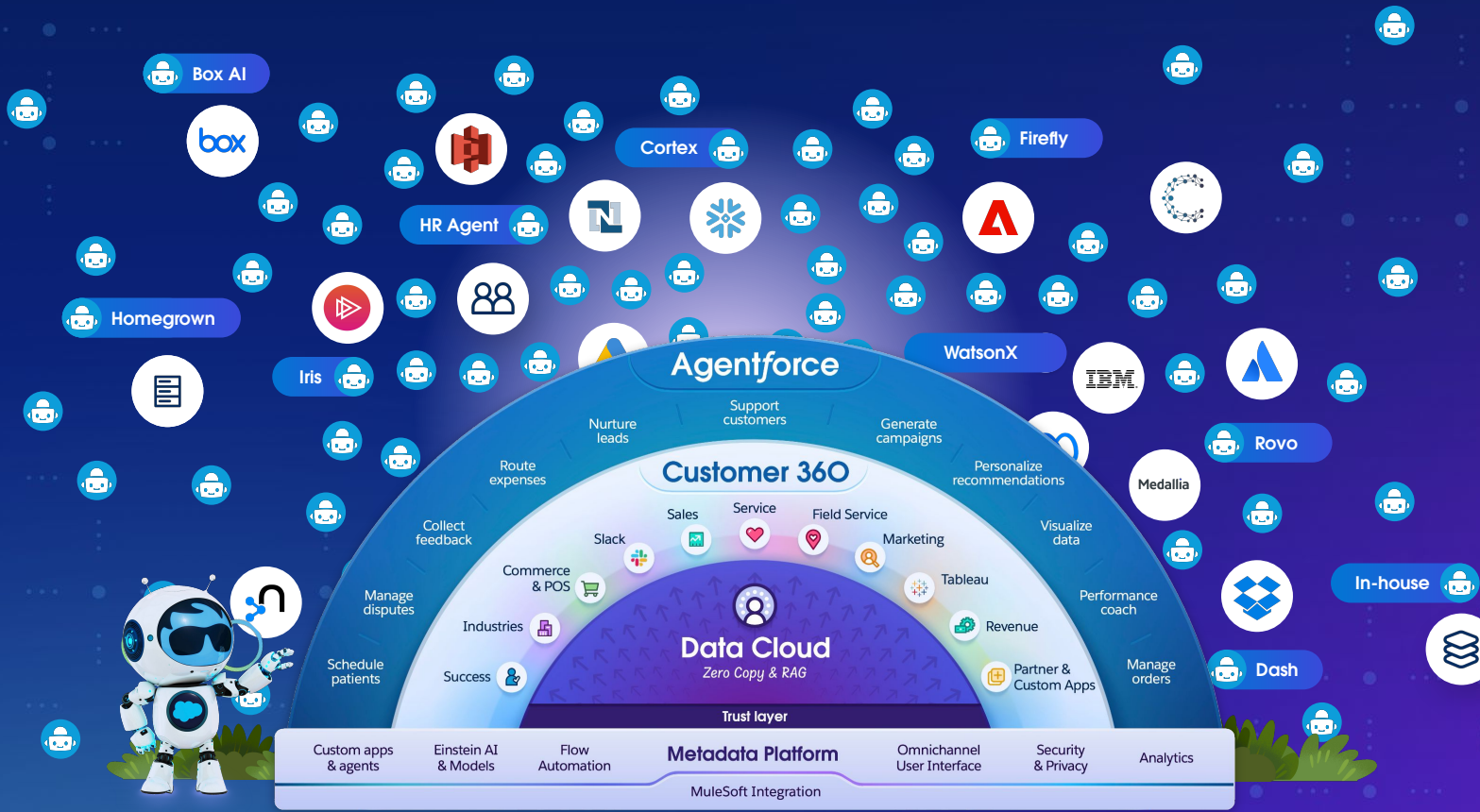
Agentforce is at the heart of the Agentic Enterprise

salesforce



Collaboration across ecosystems is needed

salesforce



Govern and manage all your agents holistically with Salesforce

salesforce



Agentforce

All you need for the end-to-end lifecycle of autonomous AI agents



MuleSoft Agent Fabric

Extending governance across agent interactions outside of Agentforce

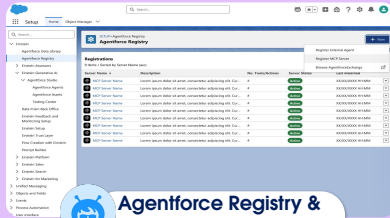


Managing your agentic enterprise



With Salesforce, you get the end-to-end lifecycle for autonomous AI

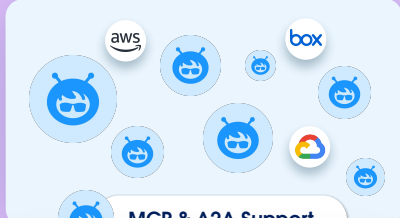
Discover



Agentforce Registry & AgentExchange

Register MCP servers and access partner-provided agents and assets.

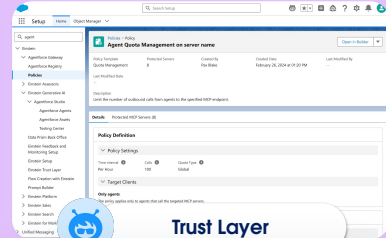
Orchestrate



MCP & A2A Support

Agentforce customers can orchestrate across agents and AI tools.

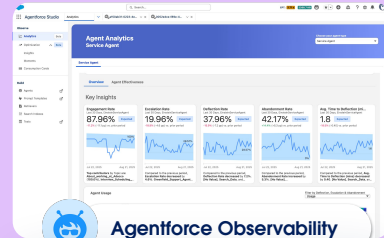
Govern



Trust Layer

Total governance across Agentforce with preventative, active, and self-improving guardrails.

Observe



Agentforce Observability

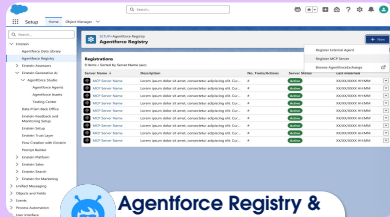
End-to-end observability for Agentforce customers.

Managing your agentic enterprise



With Salesforce, you get the end-to-end lifecycle for autonomous AI

Discover



Agentforce Registry & AgentExchange

Register MCP servers and access partner-provided agents and assets.

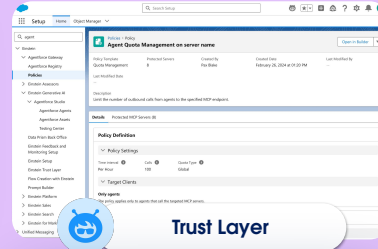
Orchestrate



MCP & A2A Support

Agentforce customers can orchestrate across agents and AI tools.

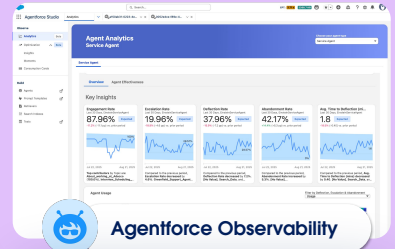
Govern



Trust Layer

Total governance across Agentforce with preventative, active, and self-improving guardrails.

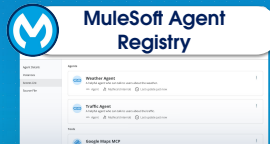
Observe



Agentforce Observability

End-to-end observability for Agentforce customers.

Extend to any agent



MuleSoft Agent Registry

Catalog any AI tool or agent.



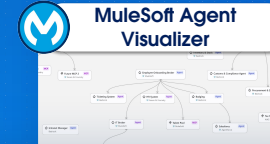
MuleSoft Agent Broker

If you're not an Agentforce customer, option to coordinate 3rd-party agents and tools.



MuleSoft Agent Governance

Apply and reuse policies at scale to any AI agent.



MuleSoft Agent Visualizer

Visual map of 3rd party agent interactions.





Thank
you ✨

