

A black and white photograph of a train station platform. Several people are walking away from the camera, their figures silhouetted against the bright light coming from the tracks. The floor is wet and reflective. A red vertical bar is on the left side of the image.

Agent Design:

How to Automate a workflow

Remember: Not Everything Needs An Agent

1

Could an Agent help here?

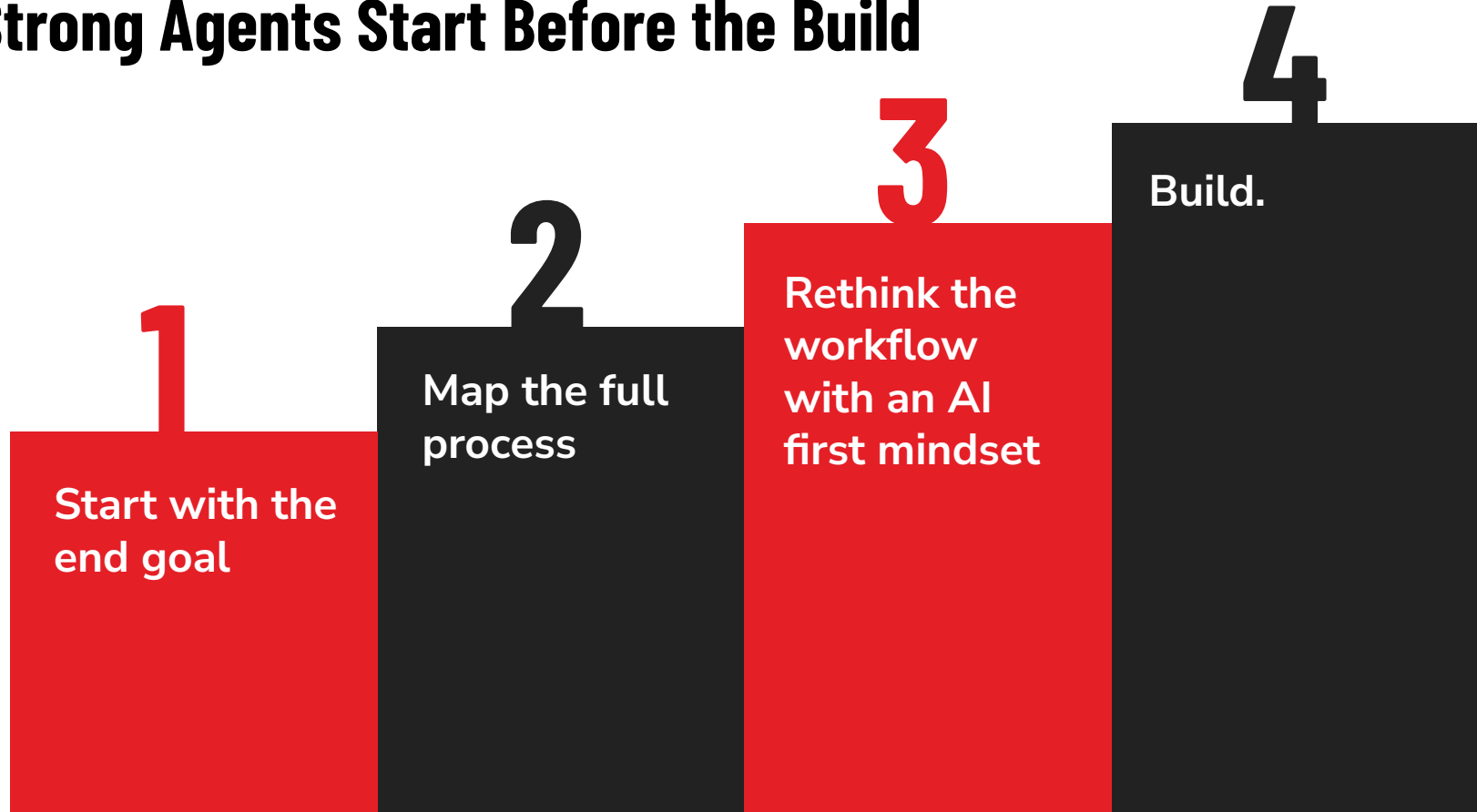
2

Should Agents help here?

High Value Agent Opportunities

Today	Tomorrow	Value
Manual content rework	Drafts updates & routes for review	Faster output, less rework
Slow information search	Pulls trusted sources & prepares a briefing	Clearer insights, better decisions
Manual handoffs & approvals	Routes tasks, follows up & escalates delays	Faster flow, fewer delays
Slow planning & forecasting	Monitors inputs & recommends next actions	Better planning, stronger decisions
High compliance burden	Flags exceptions & escalates what needs review	More consistency, lower risk

Strong Agents Start Before the Build



Agents Create Value in Many Ways

PRODUCTIVITY & EFFICIENCY	QUALITY & CONSISTENCY	THROUGHPUT	CONFIDENCE	FOCUS
Gets work done with less time, effort, or waste.	Better, more reliable outputs	More tasks completed, increases output, improves flow of work	Clearer insights to make decisions	Better use of human attention

Considerations When Mapping a workflow

1

What starts the work?

2

What happens, step by step?

3

Are there any approvals?

4

What do I want to own
vs AI vs hybrid?

5

What does "done" look like?

Mapping a Workflow: Today vs Tomorrow

Today



Tomorrow



Yellow = human, Blue = agent, Green = hybrid

**“How should I design my agent?”
is a lot like asking
“how should I design my house?”**

A simple analogy

When to use one agent vs multi-agent

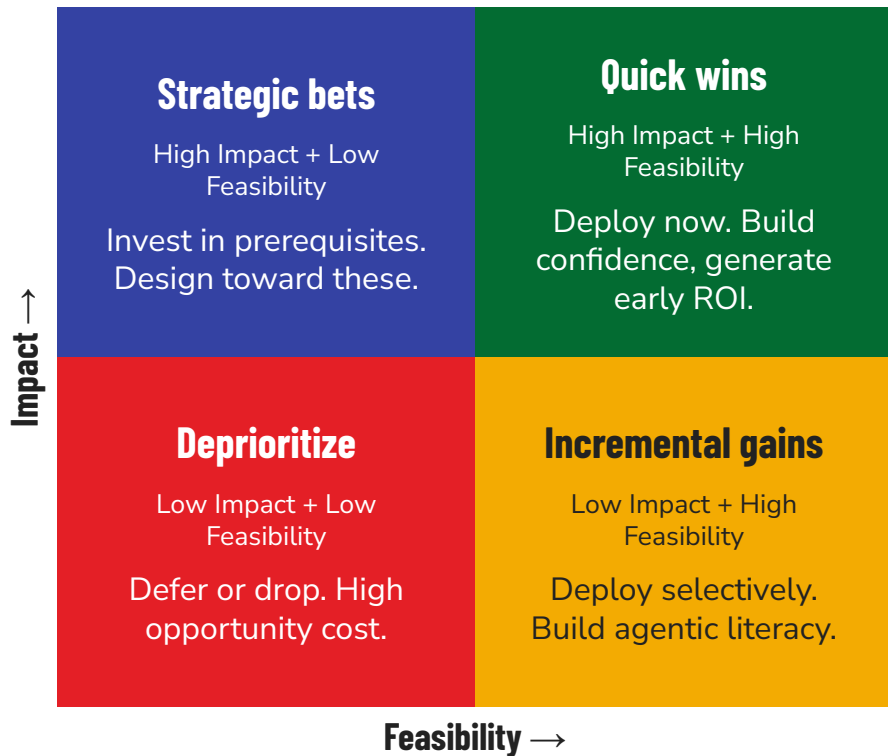
USE ONE AGENT WHEN	USE MULTI-AGENT WHEN
One clear goal	Multiple specialized roles
Limited tools	Many tools or systems
One domain	Multiple domains
Simple handoffs	Parallel work or reviews
Easy to test	Needs orchestration



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**Success comes not from implementing
AI everywhere, but from identifying
where AI creates the most value.**

The impact-feasibility matrix



Map the opportunities you see on an impact x feasibility matrix to force prioritization.

Focus on the top right for quick wins.

Plan toward the upper left.