

Ai Agents for Business Explained

Your quick guide to implementing AI agents

- 1 Start with agent-powered ticket triage using tools like Zendesk AI (\$49/agent/month).
- 2 Map your current process, then redesign it asking: 'What if a machine did this?'
- 3 Avoid copying human workflows directly; redesign for agent autonomy instead.
- 4 Request end-to-end task demos from vendors without human intervention required.
- 5 Ask vendors how many tasks their agents handle monthly without escalation.
- 6 Audit data sources and update knowledge bases before launching agents.
- 7 Assign a single owner to monitor agent performance and success metrics.
- 8 Implement QA supervision; don't assume agents learn adequately on their own.
- 9 Launch with off-the-shelf tools quickly, then iterate based on real bottlenecks.
- 10 Compare pricing across Salesforce, Zoho, Intercom, Drift, and Zendesk platforms.
- 11 Track cost savings by measuring reduction in support hours and ticket volume.
- 12 Ensure your AI agents integrate across your existing business tools seamlessly.