What this agent actually does

Fill in one card per claim: a vendor deck, an internal proposal, or a product already running under the agent label. Fill in what you know; every blank line gets an owner and a date, and an answer that only repeats the deck's words does not count. Any blank line means: not ready to compare or buy.

QUESTION	ANSWER	OWNER / BY WHEN
Product, deck or internal build, and the claim in one sentence		
What does it do when it runs?		
Where does it sit on the range: a single prompt behind an API, or fully autonomous?		
Does it call tools: which of our systems can it reach and act on?		
Which things we already built could it call as tools (a demand forecast, a document search, an internal data API)?		
Who sets the order of steps: does it reason about what to do next, or is the sequence fixed in advance?		
Every action it takes without a person (approval, payment, sending)		
The process it would take over: more rules, or more exceptions?		
If the sequence is fixed, is fixed automation the better buy for the rule-following share?		
Should routine requests go to fixed automation, and only the rest to an agent or a person?		
Does the deck promise one agent for a whole function?		
Parts list: what services are inside, and what is each tuned for?		
What passes work between the services?		
Who signs off on the answers, and by when?		
Decision and date	☐ Agent ☐ Fixed automation ☐ Send back the open questions ☐ Walk away · Date _____ · Signed _____	

What this agent actually does

Example (fictional): an "autonomous support agent" for an online store

QUESTION	ANSWER	OWNER / BY WHEN
Product, deck or internal build, and the claim in one sentence	Vendor deck: an "autonomous support agent" that "resolves customer tickets end to end," for our online store (about 900 people)	n/a
What does it do when it runs?	The deck says it "resolves tickets end to end." **Fails the bar**: that repeats the deck's words, not what it does from ticket in to reply out	Support lead; written description from the vendor by 14 Dec
Where does it sit on the range: a single prompt behind an API, or fully autonomous?	Between the two: it reads each ticket, looks up the order and drafts a reply; routine replies go out on their own, flagged items wait for a person (vendor Q&A, 20 Nov)	n/a
Does it call tools: which of our systems can it reach and act on?	Yes: the order database and the ticket queue; it changes ticket status as it works	n/a
Which things we already built could it call as tools (a demand forecast, a document search, an internal data API)?	Our order-status lookup and returns calculator could become tools it calls; neither is in the current scope	IT integration lead, by 30 Nov
Who sets the order of steps: does it reason about what to do next, or is the sequence fixed in advance?	Fixed in advance: classify, look up, draft, send or escalate; the vendor confirmed the sequence never changes	n/a
Every action it takes without a person (approval, payment, sending)	Sends routine replies and closes tickets on its own; refunds and address changes always wait for a person (vendor's written answer, 20 Nov)	n/a
The process it would take over: more rules, or more exceptions?	About 3 in 4 tickets are routine "where is my order"; the rest are exceptions (support lead's count over October)	n/a
If the sequence is fixed, is fixed automation the better buy for the rule-following share?	Yes for the routine share: a fixed if-this-then-that flow covers "where is my order" without paying for the agent label	n/a
Should routine requests go to fixed automation, and only the rest to an agent or a person?	Yes: a simple classifier sends routine tickets to the fixed flow and the rest to a person; the agent would be a later step	n/a
Does the deck promise one agent for a whole function?	Yes: "the support agent," one purchase for all of support	n/a
Parts list: what services are inside, and what is each tuned for?	**Blank: not ready**. No list of services has arrived from the vendor	Procurement, by 14 Dec
What passes work between the services?	The vendor mentioned a queue that hands tickets from triage to reply drafting; no diagram yet	Procurement, by 14 Dec
Who signs off on the answers, and by when?	Head of customer operations, once the 14 Dec answers are in	n/a
Decision and date	**☐ Agent ☐ Fixed automation ☒ Send back the open questions ☐ Walk away · Date 1 Dec · "Not ready to compare or buy until the written description and the parts list arrive."**	Head of customer operations