

MANAGEMENT BRIEFING

AI Agents in Operations

Benefits, boundaries, and responsible adoption — a decision foundation for leadership and departments.

AI agents are not a chatbot upgrade



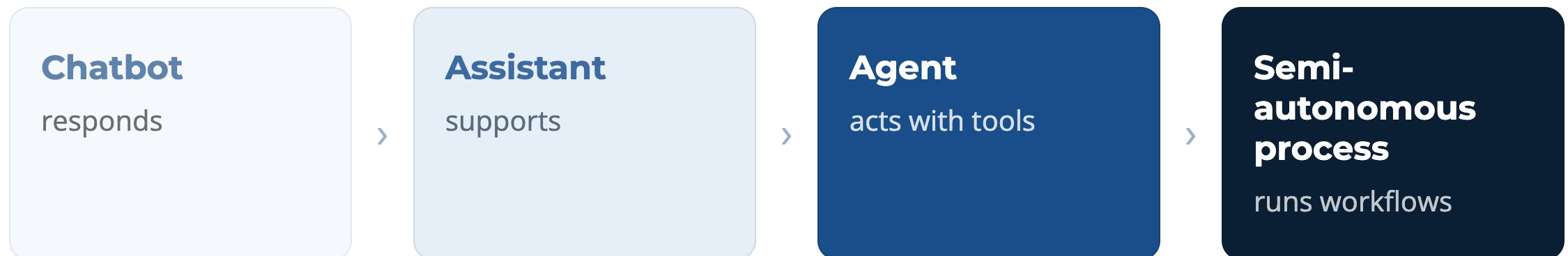
Agents can carry out tasks — not just provide answers.

- Agents plan steps, use tools, read data, and can trigger actions.
- That is precisely why benefit and risk rise at the same time.

40 %+

of agentic AI projects will be canceled by the end of 2027, according to Gartner — cost, unclear value, weak risk controls.

Gartner, 2025



The value lies in recurring operational workflows

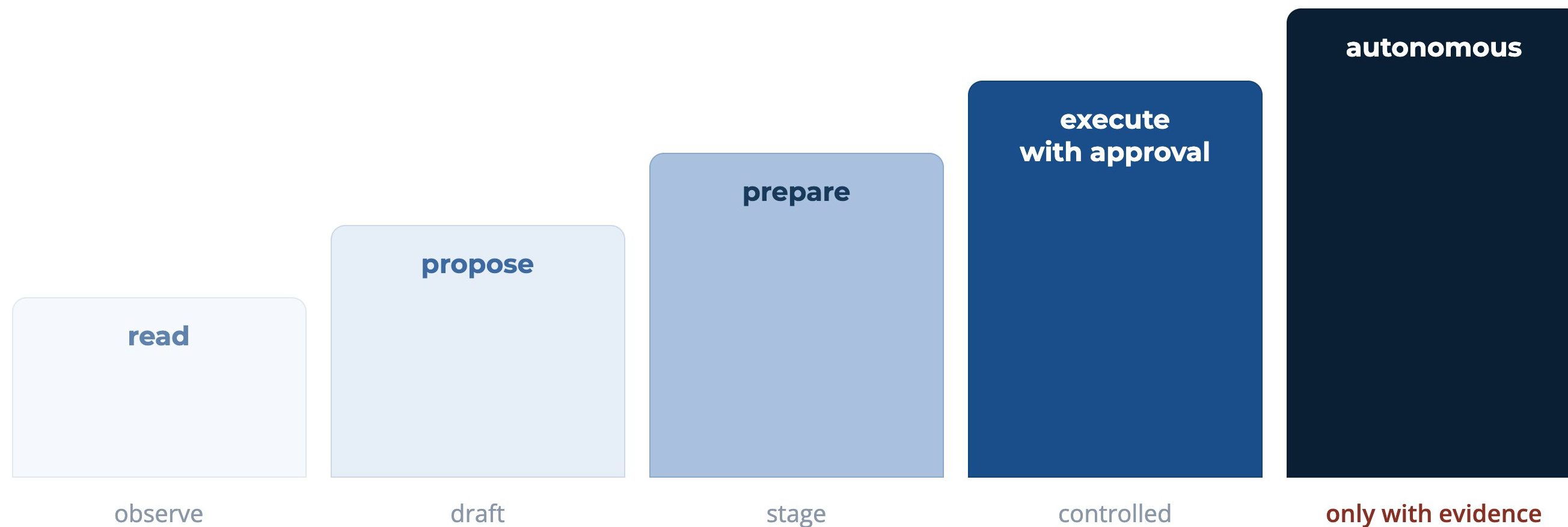
| Good agents relieve the load wherever work recurs in a structured way.

Task	Automatable	Risk	Approval required
Pre-qualify inquiries	high	low	no
Prepare appointments	high	low	no
Review documents	medium	medium	yes
Summarize tickets, create handovers	high	low	no
Customer commitments, legally sensitive cases	low	high	yes

Agents need boundaries — otherwise they become an operational risk

The more an agent is allowed to do, the more tightly it must be controlled.

Required control ↑



CRITICAL ACTIONS

Sending email · customer commitments · orders · pricing · data changes

The most common mistake: making agents autonomous too early

| Start with suggestions, not full automation.

01**Analyze & suggest**

The agent prepares drafts — nothing is triggered.

02**Review & approve**

A human reviews and approves every critical action.

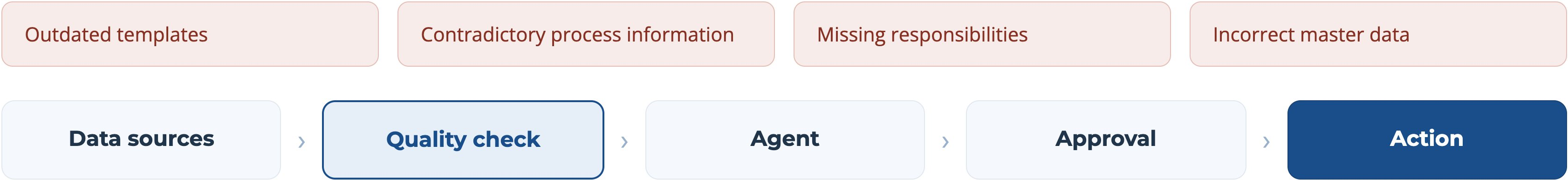
03**Automate selectively**

Only stable routines — after metrics and escalation rules.

CLARIFY BEFORE EVERY APPROVAL May the agent **send?** · **change?** · **order?** · **delete?** · make **customer commitments?**

Data quality determines reliability

| Agents amplify poor data faster than conventional software.



Without maintained sources, false suggestions arise — and false confidence.

Responsibility stays with the company

An agent is not accountable — it is a tool within the organization's area of responsibility.

Role	Responsibility	Decision authority
Leadership	Use case, operating model, approval of critical actions	Approve or stop deployment
Department	Process logic, quality of results, escalation	Functional approval per case
Data & IT	Data maintenance, access protection, logging	Grant rights and access
AI agent	Executes approved tasks traceably	None — acts only within scope

EU AI Act: AI literacy is mandatory, not optional



Anyone deploying AI systems must adequately enable their users.

Article 4 · EU AI Act

Measures to build AI literacy for everyone who uses or operates AI systems.

since 2 February 2025

first obligations on AI literacy and prohibited practices in force.

WHAT IT MEANS FOR SMES

- ✓ AI policy within the company
- ✓ Training for employees
- ✓ Clear roles and approvals
- ✓ Documented use

Integration matters more than the model

| The agent must fit into processes — not just impress technically.



Relevant systems: CRM, email, DMS, ERP, ticketing, calendar, and knowledge base. Without clean integration, the agent stays a demo.

SUCCESS QUESTION

Which work is measurably easier after 90 days?

Success is measured by operational results, not AI usage

Many prompts are not a success criterion.



KPI	Before	Target	Data source
Processing time	100 %	– 30 %	Ticketing system
Follow-up questions	100 %	– 25 %	CRM
Error rate	Baseline	stable / ↓	QA review
Cycle time	100 %	– 20 %	Process log
Response speed	100 %	+ 40 %	Inbox

ALSO MEASURE

- Approval rate
- Escalations
- Corrections
- User acceptance

When an AI agent should be approved

| No agent without a controlled operating framework.

01 The use case is narrowly scoped and economically justified.

02 Data sources, rights, and exclusions are documented.

03 Human approval is defined for critical actions.

04 Operations, monitoring, and error handling are clarified.

APPROVAL CHECKLIST Value · Data · Rights · Risk · Approval · Monitoring · Owner

NEXT STEP

Bringing AI agents into operations under control

KrambergAI assesses suitable processes, risks, data readiness, and the operating model.

The result: a robust decision foundation for leadership and the department.

Deploy agents where they genuinely relieve the load and remain accountable.

Offering

Have your AI agent deployment reviewed in a structured way