Scope — what the agent does, and what extends it

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62 % of the dispute tomorrow · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This document says what the orchestrated agent does not do well**, and which offer to turn to instead — because a scope announced too broadly is paid for on the first real file.

Sequence, process, platform: three different things

Object	Definition	Distinguishing sign	Offer
Sequence	**A series of actions in the same order, inside one team**	**It looks the same every day**	**Orchestrated agent**
Process	**A chain of steps crossing several departments, each waiting on a decision from the one before**	**The path changes with the amount or the case**	**Process automation**

Object	Definition	Distinguishing sign	Offer
Shared foundation for several agents	Access rights, a single log, shared supervision	Two agents to connect side by side	Agent platform

The client dispute, broken down

Step of the dispute	Nature	Share of time spent	Who takes it on
Building the claim file	Repetitive	**27 %**	**Orchestrated agent**
Gathering the evidence from the trace	Repetitive	**21 %**	**Orchestrated agent**
Preparing the credit note as a draft	Repetitive	**14 %**	**Orchestrated agent**
Sub-total available right now	—	**62 % of the quarter's 41 disputes**	—
Commercial arbitration	Decision	18 %	**Management**
Signed credit note, legal follow-up	Multi-department process	20 %	**Process automation**

Pointing to the neighbouring offer is not ducking the question: a team-level agent holding a file across several departments and several weeks would do it badly, and the company would find that out on a real dispute. **The breakdown above allows the decision to be taken on a figure rather than on a promise.**

The case of the second agent

Situation	Without a shared foundation	With an agent platform

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Two agents connected to the same tools	**Two logs to reconcile by hand**	**One single log**
Access rights	Two matrices to maintain in parallel	One matrix, one review
Supervision	Two morning records	One record, one recipient

> **Two agents without a shared foundation cost more than the second agent itself.** That is the moment to ask the question, not after connection: a rights matrix is designed, it cannot be retrofitted.

For the owner to set

Decision on the three dispute sequences, and date: _____

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> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-metier-orchestre-multi-outils-actions

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