

Discovering Agentic AI Opportunities

Identifying, Evaluating, and Prioritizing High-Value Opportunities for AI Agents in Business Processes



★★★★★
Over 300,000
business and IT
professionals trained

Team Training: Onsite or Live Virtual
2 Days | 14 Hours

AI agents represent a step-change in what business processes can accomplish - expanding the frontier of work that technology can perform beyond repetitive, rules-based tasks to judgment-intensive, decision-driven workflows. Yet the term “AI agent” is used loosely and applied to everything from simple chatbots to sophisticated autonomous systems.

Inteq’s Discovering Agentic AI Opportunities training course provides a structured, business-oriented methodology for identifying, evaluating, and prioritizing where AI agents create measurable value in enterprise business processes.

Participants learn to look beyond traditional process improvement thinking and apply structured analytical frameworks that assess processes for agentic potential based on cognitive complexity, autonomy readiness, economic value, and strategic fit.

In most organizations, the highest-value agent opportunities are hidden in judgment-intensive processes - the cognitive work that sits between simple rules-based tasks and high-stakes strategic decisions.

These processes involve contextual interpretation, multi-variable analysis, and adaptive reasoning that was previously beyond the reach of technology.

However, without a disciplined discovery methodology, many organizations either pursue the wrong opportunities - automating what is easy rather than what is valuable - or fail to recognize that AI agents can now perform cognitive tasks that were previously considered exclusively human.

Missed opportunities and misaligned investments result in costly pilot failures, stakeholder skepticism, and lost competitive advantage. That’s truly unfortunate because there is a clear path to getting the discovery right.

Based on decades of business analysis and process improvement experience, Inteq has developed and refined a comprehensive set of discovery, assessment, and prioritization frameworks.

Participants in Inteq’s Discovering Agentic AI Opportunities training course utilize these frameworks to systematically discover, critically evaluate, and precisely prioritize agent opportunities across their organization’s business processes.

You will learn:

- A precise, shared vocabulary for AI agent concepts that eliminates the ambiguity surrounding agent terminology in the market
- To apply five analytical discovery lenses that reveal agent opportunities invisible to traditional automation assessment
- Techniques that enable thorough evaluation of agent opportunities across value, feasibility, risk, and organizational readiness dimensions
- To classify tasks by appropriate autonomy levels using a structured five-tier taxonomy that determines agent and human roles
- To create agent value stream maps that visualize end-to-end economic impact and build compelling business cases
- ...and much more

Course outline

AI Agent Foundations & Vocabulary

- AI agent definition and core concepts
- Technology evolution spectrum
- Automation vs. agent distinctions
- Shared vocabulary and terminology

Agent Core Components

- Perception, reasoning, planning, action, and memory
- Business analysis requirements per component
- Real-world agent examples across functional domains

Agentic Process Discovery

- Automation thinking vs. agentic thinking
- Cognitive Task Analysis
- Decision Authority Mapping
- Information Flow Analysis
- Tool and System Interaction Analysis
- Waste and Friction Analysis

Opportunity Assessment & Portfolio Prioritization

- Assessment dimensions
- Composite scoring and portfolio classification
- Value-feasibility matrix
- Deployment sequencing & dependencies

Task Autonomy Classification and Taxonomy

- Fully Autonomous, Human-on-the-Loop, Human-in-the-Loop, Human-Initiated, Human-Only
- Autonomy decision framework
- Stakeholder validation methodology
- Autonomy evolution path planning

Agent Value Stream Mapping & Economic Impact

- Agent VSM vs. traditional VSM
- Step-level metrics and value classification
- Economic summary and ROI calculation
- Queue elimination and bottleneck migration analysis

Case Study Work and Applied Frameworks

Analyze a real-world business process and develop an agent opportunity assessment using Inteq's structured frameworks and templates. The case study provides an invaluable template that you and your team can leverage to conduct professional agent opportunity discovery in your organization

Discovery Anti-Patterns and Practical Guidance

- Automation bias and technology push
- Volume obsession and perfect process fallacy
- Building the business case for agent investment
- Deployment sequencing best practices

Who should attend?

- Business & Systems Analysts
- Process Owners and Managers
- IT Leaders, Developers and IT Professionals
- Business Functional Managers and Leadership
- Project and Program Managers
- Subject matter experts and business professionals focused on process improvement and Agentic AI opportunities.

Prerequisites:

None. Inteq's Discovering Agentic AI Opportunities course provides a comprehensive and cohesive approach to AI agent opportunity discovery and assessment regardless of background and level of experience – and is a prerequisite to Inteq's Analyzing & Specifying AI Agent Business Requirements course

What's included:

- Digital badge and personalized certificate of completion
- Continuing Education Units (CEUs)
- IIBA Professional Development Units (PDUs)
- Electronic comprehensive course manual
- Supplemental course materials including templates, frameworks, and scoring worksheets

TEAM TRAINING: (Onsite or Live Virtual): Inteq's Discovering Agentic AI Opportunities 2-day training course can be tailored to your organization's specific training needs and objectives and can be combined with other Inteq training courses to create 3, 4 and 5-day hybrid training programs.



What is the Next Step?

Let's start a conversation to discuss your objectives in more detail.
Contact Chandra Galloway: 800.719.4627 | cgalloway@inteqgroup.com
Copyright © | The Inteq Group, Inc.

www.inteqgroup.com