

Identifying High-Impact AI Agent Opportunities

Inteq Executive Briefing Series

Presentation and Q&A are available at:
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Identifying High-Impact AI Agent Opportunities

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Agenda

- Business Processes in the Age of Agentic AI
- Identifying High-Value Business Processes for Agentic AI Transformation
- The Five Discovery Anti-Patterns That Derail Agent Selection

An AI Agent is a Software System That

- Perceives its decision making and operational environment
- Reasons about what it observes
- Makes decisions, and
- Takes actions to achieve goals

With a degree of autonomy that allows it to operate without step-by-step human instruction for every action it takes.

Business Process in the Age of Agentic AI

- The Traditional Paradigm - Where We've Been
- The RPA Bridge - Deterministic Automation
- The Paradigm Shift - From Rules to Decision Guidance

The Mindset Shift - From Eliminating Judgment
to Embracing, Celebrating and Guiding It!

Identifying High-Value Business Processes for Agentic AI Transformation

Four Markers That Signal High ROI Potential

#1: High Decision Density

#2: Knowledge-Intensive & Judgement-Based Work

#3: High Volume with Variability

#4: Significant Process Latency Driven by Human Queuing

Note: Business Processes with high ROI potential is not the same as business process readiness for agentic AI! In other words, a business process could have high ROI potential, but lacks readiness for agentic AI. This is the topic of the next briefing on June 4th.

Identifying High-Value Business Processes for Agentic AI Transformation

Four Markers That Signal High ROI Potential

1: High Decision Density

The process requires many decisions per transaction, case, or interaction - and those decisions involve:

- Interpretation, and/or
 - Contextual judgment, and/or
 - Application of business policy
- rather than simple data lookups or binary branching.

Guidance

- 5-10 non-trivial decision points in a single execution of the process.
- Experienced staff are significantly faster than new hires.
- Business rules documentation runs many pages or the decision tree has 20+ branches.

Insurance Claims Adjudication. Each claim requires multiple coverage, eligibility, liability, and payout decisions based on policy terms, incident details, and regulatory requirements.

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Four Markers That Signal High ROI Potential

#2: Knowledge-Intensive & Judgement-Based Work

The process requires the knowledge worker to:

- Synthesize information from multiple sources
- Apply organizational or domain knowledge
- Interpret ambiguous inputs and
- Exercise professional judgment to produce an output

The work product is a reasoned conclusion, not a mechanical transformation of data.

Guidance

- Knowledge worker consults multiple systems, documents, or reference sources.
- Tasks where the output is a recommendation, assessment, classification, or decision - not data entry.
- Long training and ramp-up times for new knowledge workers.
- Tacit Institutional “tribal knowledge” dependencies

Example: Contract review and risk assessment. Reviewing commercial agreements against standard terms, identifying deviations, assessing risk, and recommending modifications.

Identifying High-Value Business Processes for Agentic AI Transformation

Four Markers That Signal High ROI Potential

#3: High Volume with Variability

- The process handles a high volume of transactions, cases, or interactions
 - Each instance exhibits meaningful variation in inputs, context, complexity, or required handling
- Making pure rules-based automation insufficient, while the volume makes fully manual processing operationally and economically unsustainable.

Guidance

- High transactional volume and the variance in handling time-per-transaction varies by more than 3x between simple and complex cases.
- “Long tail” of case types where 30-40% require some degree of custom handling.
- Organization staffs for peak-period volume and many staff members are underutilized during off-peak periods.
- Chronic backlogs and SLA volumes indicate that human capacity cannot keep pace with volume.

Example: HR Case Management. Employee inquiries spanning benefits, payroll, leave, accommodations, and policy questions - each with different complexity and sensitivity.

Identifying High-Value Business Processes for Agentic AI Transformation

Four Markers That Signal High ROI Potential

#4: Significant Process Latency Driven by Human Queuing

- The process has significant end-to-end cycle time
- Not because the work itself is inherently slow
- But because tasks sit in human queues waiting for the next available knowledge worker to select, review, decision and pass forward in the process

Guidance

- The ratio of actual work time to total elapsed time “process efficiency” or “touch-time” ratio is less than 20%.
- Multiple (5+) sequential reviewer handoffs. Each handoff incurs queue time.
- SLA-driven urgency but capacity-constrained execution.
- “Work-in-progress” (WIP) accumulation continually growing. Inflow exceeds the team’s processing capacity.

Example: Employee Onboarding. Background checks, IT provisioning, benefits enrollment, and manager approvals that individually take minutes but collectively take weeks due to sequential queuing.

Identifying High-Value Business Processes for Agentic AI Transformation

Four Markers That Signal High ROI Potential

Opportunities in Your Organization?

#1: High Decision Density

#2: Knowledge-Intensive & Judgement-Based Work

#3: High Volume with Variability

#4: Significant Process Latency Driven by Human Queuing

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Business Process Anti-Patterns

- Automation Bias
- Volume Obsession
- Technology Push
- Perfect-Process Fallacy
- Scope Creep Optimism

If your organization's business process selection for agentic AI looks like any of these five patterns, you're likely selecting the wrong processes. This misalignment is typically discovered after the investment has been incurred. The solution is to replace intuition-driven selection with a structured, objective, defensible analysis approach.

The Five Discovery Anti-Patterns That Derail Agent Selection

Replacing intuition-driven selection with structured, defensible analysis

Anti-Pattern 1: Automation Bias

What it Looks Like

- Only identifying rules-based, mechanical, repetitive tasks that traditional RPA can handle –
- While missing the knowledge and judgment-intensive, context-dependent tasks where agents create the most value.

Why it Fails

- Selecting processes for Agentic AI where traditional RPA automation already works adds more cost and only marginal value (if any) to deterministic rules-based tasks.
- The step-change value for AI Agents is in selecting knowledge and judgment-based decision work.

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Anti-Pattern 2: Volume Obsession

What it Looks Like

- Prioritizing transaction volume.
- Selecting the highest-volume process regardless of decision complexity or per-transaction value.

Why it Fails

- High volume with low cognitive complexity is RPA territory.
- A 50,000-transaction process per week with simple rules may have lower agent ROI than a 2,000-transaction per week process with complex judgment at every step.

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Anti-Pattern # 3: Technology Push

What it Looks Like

- Starting from “We have an AI agent tech platform - where can we use it?”
- Rather than from genuine business pain-point and decision-flow analysis.

Why it Fails

- Selecting processes that fit the technology rather than processes where agents create business value often produces technically successful deployments that don't move the needle on operational metrics.

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Anti-Pattern # 4: Perfect-Process Fallacy

What it Looks Like

- Assuming that the current process is optimal (or good enough) and agents should execute it as-is
- The result is automating flawed processes at agentic speed.

Why it Fails

- Most business processes have significant process debt.
- Speeding-up the execution of dated processes is not an effective use of AI agents.
- Decision-flow redesign (Briefing #1) should inform agent deployment.
- Selected processes may (most certainly will) need redesign and agentic AI readiness before agents are viable.

The Five Discovery Anti-Patterns That Derail Agent Selection

Replacing intuition-driven selection with structured, defensible analysis

Anti-Pattern 5: Scope Creep Optimism

What it Looks Like

- Identifying agentic opportunities too broadly (“automate all of accounts payable”) without first mapping and identifying specific, implementable decision points in the process.

Why it Fails

- Unscoped agentic opportunities can’t be designed, built, deployed or measured.
- Agentic discovery must produce process level L3/L4 opportunities specific enough to inform the agent specification package.

Business Process Anti-Patterns in Your Organization?

- Automation Bias
- Volume Obsession
- Technology Push
- Perfect-Process Fallacy
- Scope Creep Optimism

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Agentic AI | Getting the Requirements Right

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