Agent Forge Works

GUIDE · BEFORE AN AGENT IS SWITCHED ON

Six questions to ask whoever built your AI agent

An AI agent that works in a demo can be built in a weekend. These questions tell you whether it is ready for your business. They work whether an employee, a vendor or a consultant built it, and asking them takes no technical knowledge.

1 What did this work cost before the agent?

A good answer: four numbers, taken before anything was built, beside the person who does the work: how long a case takes from start to finish, cost per case, the share of cases nobody has to fix, and hours a month.

Look closer if you hear: “We didn’t measure it, but it’s clearly faster.”

2 Which of our own past cases did it pass?

A good answer: at least fifty from your own history where the right answer is known, chosen with the person who does the work, awkward and high-stakes ones included. It passed all of them.

Look closer if you hear: “It worked on everything we tried.”

3 How did it do beside our people?

A good answer: it ran on live work without changing anything in your systems. Each day its answers were compared with your people’s, every difference was looked at, and it moved on only once the differences were below a level you agreed.

Look closer if you hear: “It passed the test, so we switched it on.”

4 When a case falls outside our limits, who gets it?

A good answer: a named person, in the email or chat they already use, with the reason and the source document. You set the limits and a plain rule checks them, so the AI never decides on its own whether a number is acceptable.

Look closer if you hear: “Someone keeps an eye on it.”

5 If it gets one wrong, can our own people undo it?

A good answer: every action is logged, and your own staff can find a wrong one and reverse it without calling whoever built it.

Look closer if you hear: “We’d fix that for you on our side.”

6 How will we know it helped, and that it still works?

A good answer: the four numbers from question 1 are measured again, the same way, on a date agreed in advance. The test in question 2 runs again after every change and on a schedule, because an agent can get worse with nobody touching it.

Look closer if you hear: “Nobody has complained.”

A question with no answer yet isn’t a verdict on whoever built it. It’s what needs settling before the agent is safe to leave running.

If one of the six has no answer, tell us which one: rui.luis@agentforgeworks.com

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