

SUPER-SPECIALIST

Agentic Qualities

Imagine hiring a super-specialist with extraordinary qualities designed to make your work seamless. From solving problems autonomously to adapting intelligently and collaborating effortlessly across systems, this specialist delivers precision, efficiency, and insight.

What tasks could it take over
or support you with?

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Review each quality card and think about the tasks this super-specialist could handle to simplify your work and enhance efficiency.



Imagine hiring a super-specialist that...

Designs plans to achieve your goals

Identifies the steps needed to complete a task, adapting dynamically to unexpected changes, rather than rigidly following predefined instructions.

What tasks require custom, changing workflows?

Example scenario:

A customer urgently requests to delay their flight. The superspecialist *builds a custom workflow to update the booking*: verifying flight eligibility, finding available options, and calculating fare differences. It asks clarifying questions, such as “Do you have a seating preference for the new flight?” ensuring all details are covered without requiring the customer to overexplain.

Imagine hiring a super-specialist that...

Makes smart decisions

Analyzes multiple data points, applies reasoning, and accesses diverse information sources to identify the best way to solve a problem or reach a goal.

MAKES SMART DECISIONS

What tasks require combining multiple data sources to analyze and make decisions?

Example scenario:

After the super-specialist clarifies the details of a last minute flight change with the customer, it *analyzes available flights in the booking system, customer preferences in the CRM system, and fare rules in compliance documents*. It compares multiple options and autonomously selects the best alternative with minimal fare adjustments.

Imagine hiring a super-specialist that...

Reasons through problems

Thinks step by step, evaluates different approaches, and self-corrects when issues arise, ensuring it reaches the best solution.

What tasks require iterative reasoning and self-correction?

Example scenario:

After finding an optimal alternative flight for a customer, the super-specialist learns that this option has been unexpectedly canceled.

Recognizing the change, it reassesses available options, considering factors like departure times, layovers, and customer preferences. It then selects the next best alternative and updates the recommended itinerary.

Imagine hiring a super-specialist that...

Thinks transparently

Builds trust and confidence by clearly explaining its decisions and actions in real-time, so you always understand how and why it works.

THINKS TRANSPARENTLY

What tasks require explanation of decisions?

Example scenario:

After identifying a solution, *the superspecialist explains*: “I reviewed your booking, searched for flights, and prioritized minimal fare differences. I found a 2 PM flight with a \$50 adjustment that best fits your preferences. Would you like to proceed?” *This builds trust by clarifying how the solution was reached.*



Imagine hiring a super-specialist that...

Takes action autonomously

Connects with software,
databases, and automated
processes to retrieve, update,
and synchronize information
across multiple platforms
without human intervention.

TAKES ACTION AUTONOMOUSLY

What tasks require interacting with different systems?

Example scenario:

A traveling customer requests changes: updating the seat and adding baggage. *The super-specialist interacts with airline booking systems*, updates the seat assignment, adjusts baggage details, and *ensures the changes reflect across all relevant systems*.



Imagine hiring a super-specialist that...

Collaborates with humans and AI

Shares information, delegates tasks, and communicates with people and AI agents to ensure smooth and efficient decision-making.

COLLABORATES WITH HUMANS AND AI

What tasks and processes require multiple expertises?

Example scenario:

A customer traveling with a companion dog needs approval for their pet request. The super-specialist processes standard booking updates autonomously but *escalates the pet request to a human agent, ensuring all necessary checks are completed while preventing duplicate work.*

Imagine hiring a super-specialist that...

Acts with hyper-efficiency

Executes high-volume, time-consuming work with speed, accuracy, and quality, even when requiring reasoning and decision-making.

ACTS WITH HYPER-EFFICIENCY

What tasks are repetitive, while still requiring thoughtful execution?

Example scenario:

The super-specialist *handles a large batch of ticket refund requests*, but instead of just following predefined rules, *it assesses eligibility case by case*. It reviews customer history, applies policies flexibly, and suggests exceptions when necessary. It calculates refund amounts and updates records, ensuring a balance of speed and fairness.

Imagine hiring a super-specialist that...

Adapts intelligently

Improves and adapts to context, preferences, and evolving needs by learning from interactions, feedback, and environmental changes.

ADAPTS INTELLIGENTLY

What tasks require adaptation based on learned patterns?

Example scenario

Over time, *the superspecialist learns from customer interactions*, identifying frequent requests for flexible fares. It proactively includes fare flexibility as an option in future inquiries, streamlining the booking process and meeting customer needs efficiently.