

What tasks need to be performed within the selected focus area and what could the super-specialist take over?

Silently, write down tasks for each category using post-its and collect them in this sheet.  
Use one post-it per task and start each task with a verb.

1.Tasks to do manually

What tasks should the human do without assistance from the agent? (write 3 -4 tasks)

Place your post-its here

Example: Escalating high-priority cases to the right department.

2. Tasks to do in collaboration with the super-specialist (agent)

What tasks should be done in collaboration with the agent having the human actively participating in shaping the outcome? (write 3 -4 tasks)

Place your post-its here

Example: Generating options for travel itinerary adjustments or alternatives during disruption

3. Tasks to delegate to the super-specialist (agent)

What tasks could be done entirely by the agent with the human just supervising the results? (write 3 -4 tasks)

Place your post-its here

Example: Generating and sending confirmation e-mails for resolved inquiries.

Are you leveraging enough of the agentic qualities?

Think about these questions to leverage the agentic qualities. Check the corresponding card for more information on each quality.

Designs plans to achieve your goals. What tasks require custom, changing workflows?	Makes smart decisions What tasks require combining multiple data sources to analyze and make decisions?	Reasons through problems What tasks require iterative reasoning and self-correction?	Thinks transparently What tasks require explanation of decisions?
Takes action autonomously What tasks require interacting with different systems?	Collaborates with humans and AI agents What tasks and processes require multiple expertises?	Acts with Hyper-Efficiency What tasks are repetitive, while still requiring thoughtful execution?	Adapts Intelligently What tasks require adaptation based on learned patterns?