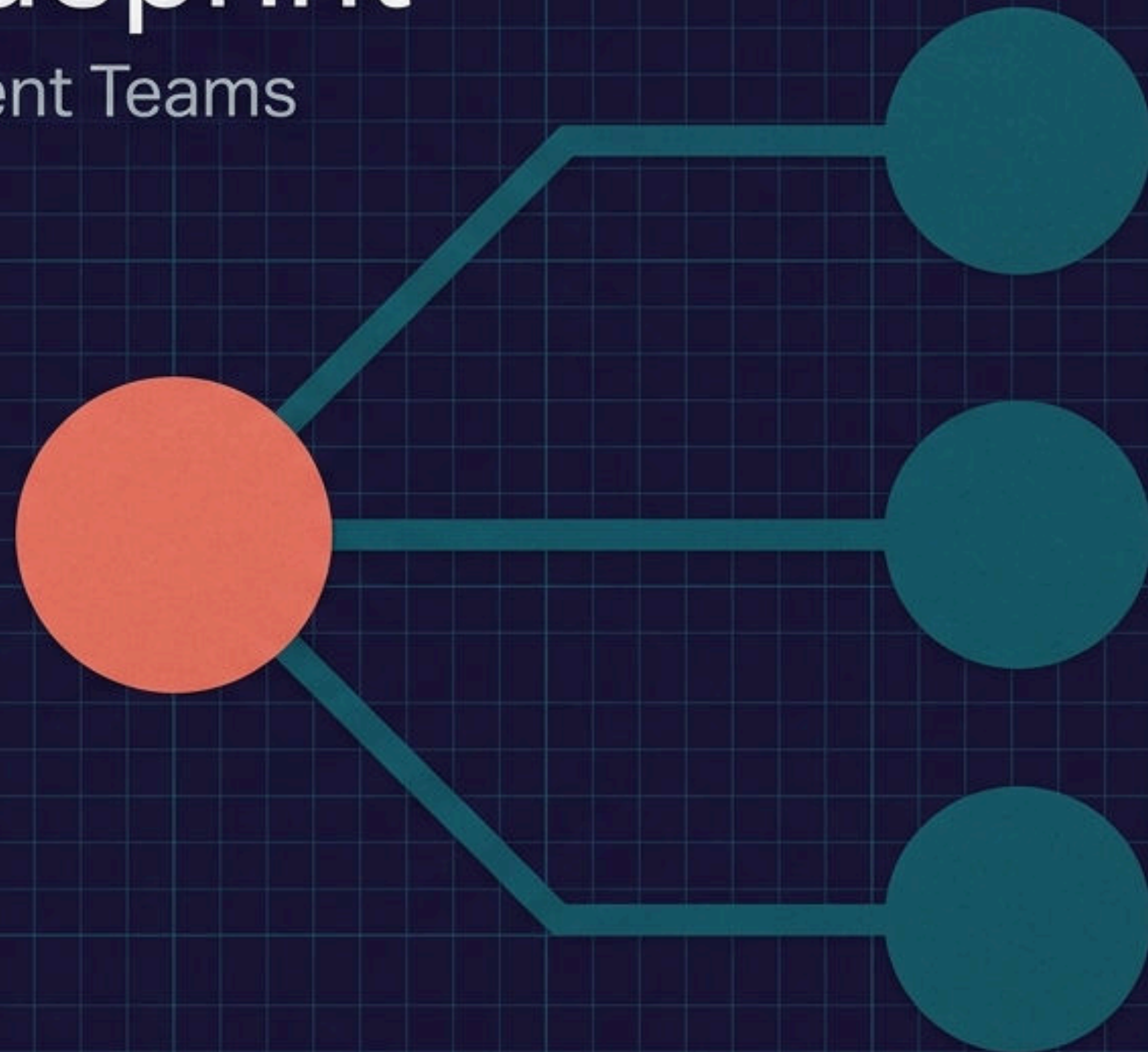


The Intelligent Blueprint

Redesigning Work for Human-Agent Teams



[Architecture] Anthropic Frameworks

[Operations] Salesforce Automation

[Workforce] Microsoft Trends

About the Writers

- Global Top 20 Creator in AI Safety & Tech Ethics
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Jean Ng



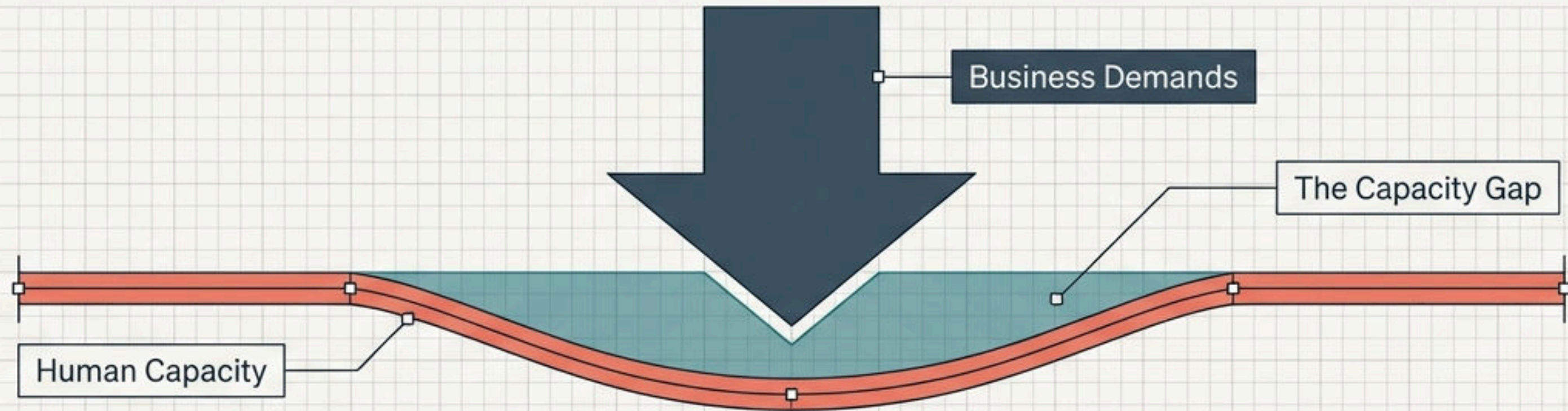
Gladys Ng

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Business demands have outpaced human capacity



53%

Of the global workforce lack the time and energy to do their work.

82%

Of leaders say organizational productivity must increase.

80%

Of leaders expect to use agents as digital labor to meet the demand for more workforce capacity.

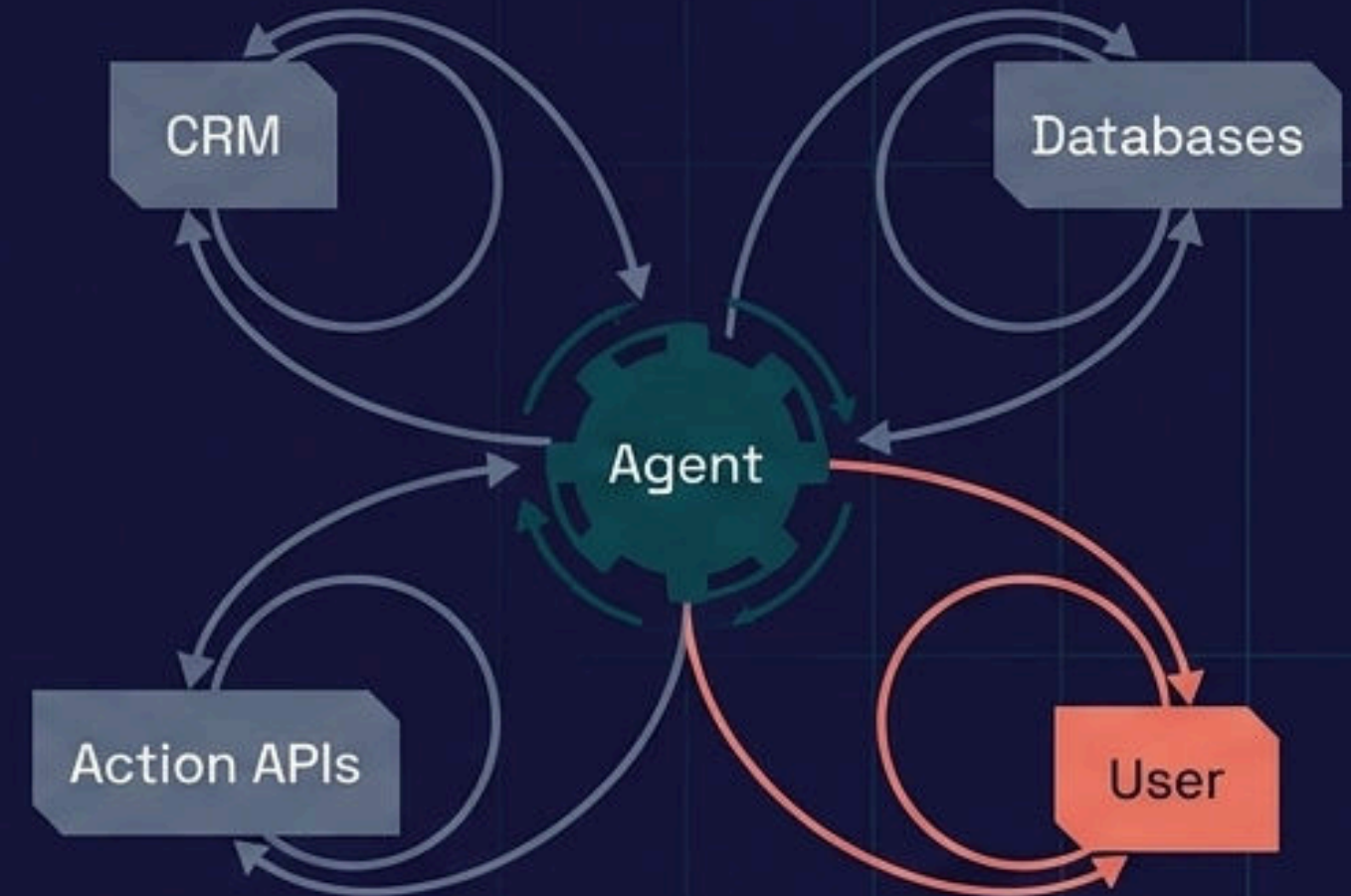
Insight: The solution is no longer hiring more people; it is scaling intelligence on tap.

A Chatbot Responds



Value: Faster replies, better answers

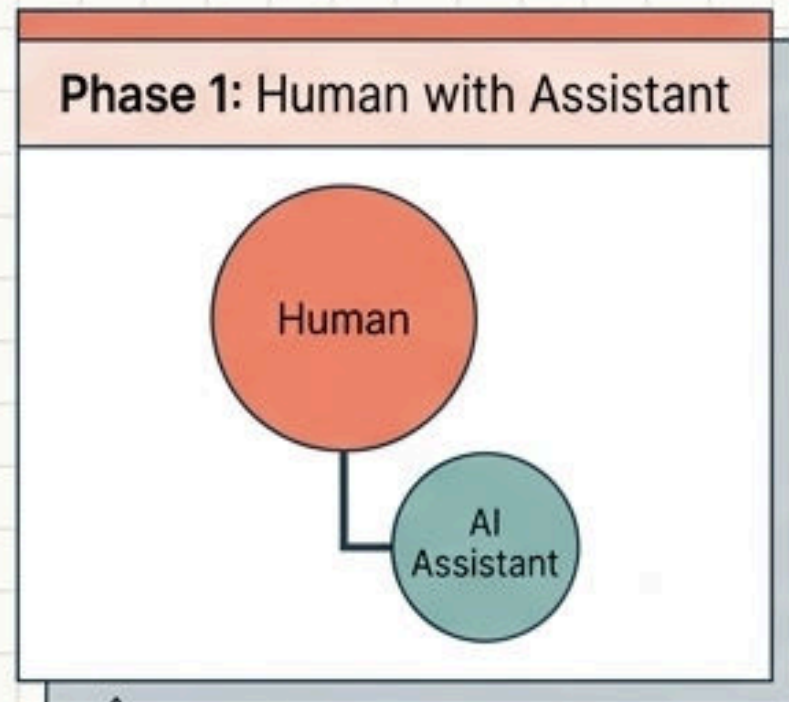
An Agent Operates



Value: Retrieves data, uses tools, triggers actions, handles edge cases

The business value of AI isn't in sounding smarter. It is in reducing friction inside real business processes—eliminating handoffs, manual checks, and fragmented systems.

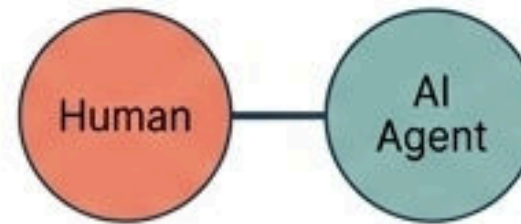
The Evolution of the Frontier Firm



Definition: Every employee has an AI assistant to help them work better and faster.

Dynamic: Human acts; AI assists.

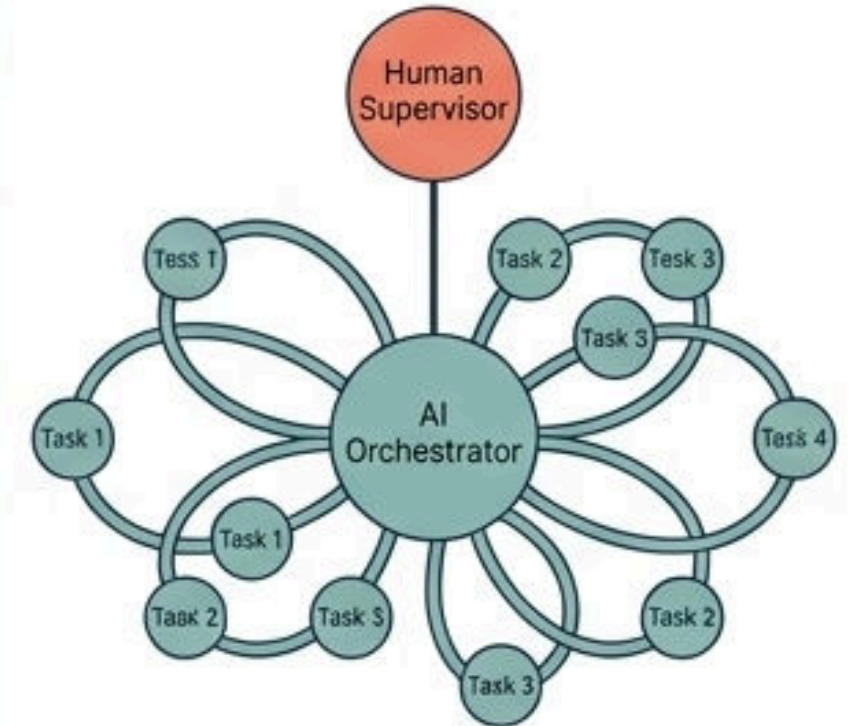
Phase 2: Human-Agent Teams



Definition: Agents join teams as digital colleagues, taking on specific execution tasks at human direction.

Dynamic: Human directs; AI executes.

Phase 3: Human-Led, Agent-Operated

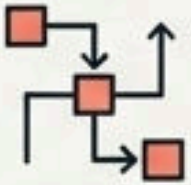
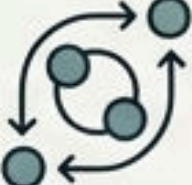


Definition: Humans set direction. Agents run end-to-end business processes and workflows, checking in only for exceptions.

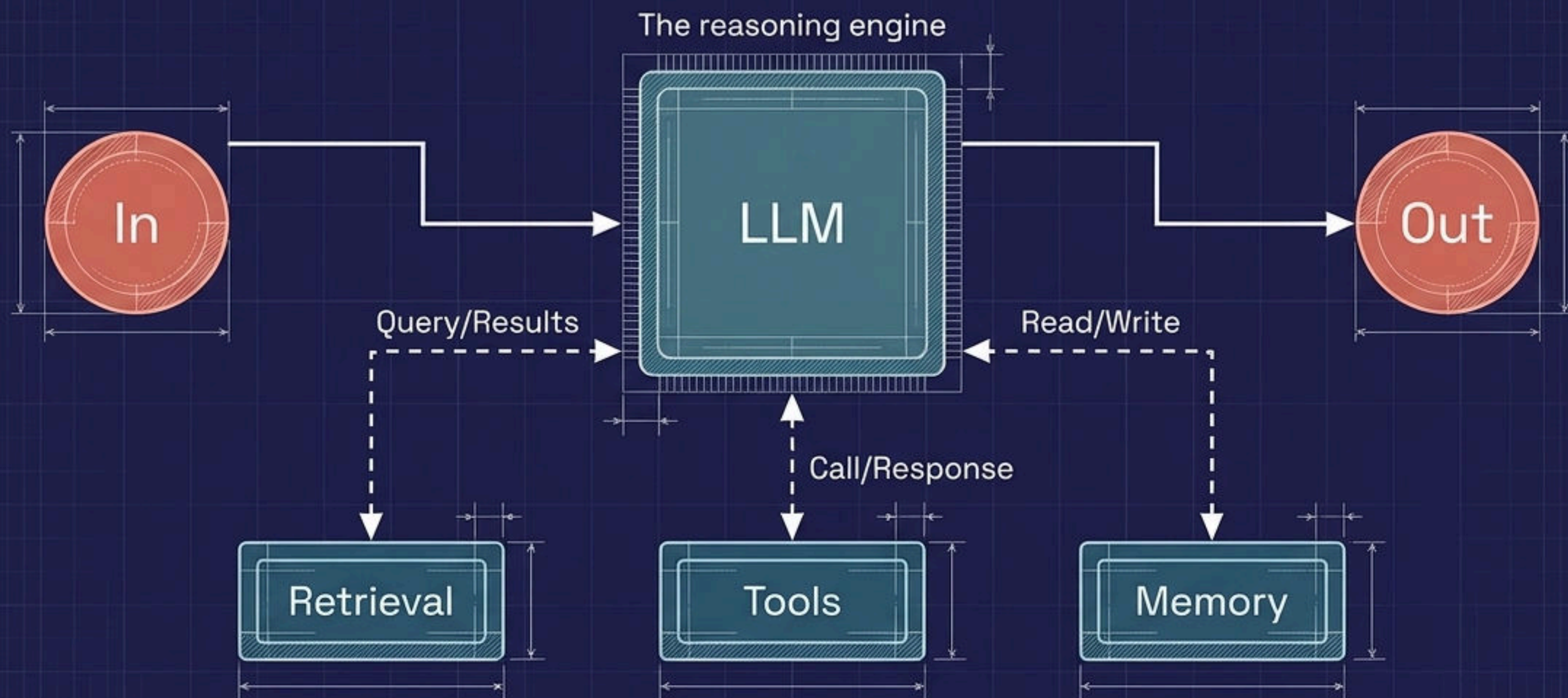
Dynamic: Human manages; AI operates.

81% of leaders expect agents to be moderately or extensively integrated into their strategy in the next 12–18 months.

The Architectural Matrix: Workflows vs. Agents

	 Workflows	 Agents
Orchestration Control	Predefined code paths.	LLMs dynamically direct their own processes.
Path Predictability	Highly predictable; fixed steps.	Variable; depends on environment and feedback.
Ideal Use Case	Well-defined tasks requiring consistency.	Open-ended problems requiring flexibility at scale.
The Trade-off	Lower latency, lower cost.	Trades latency and cost for better complex task performance.

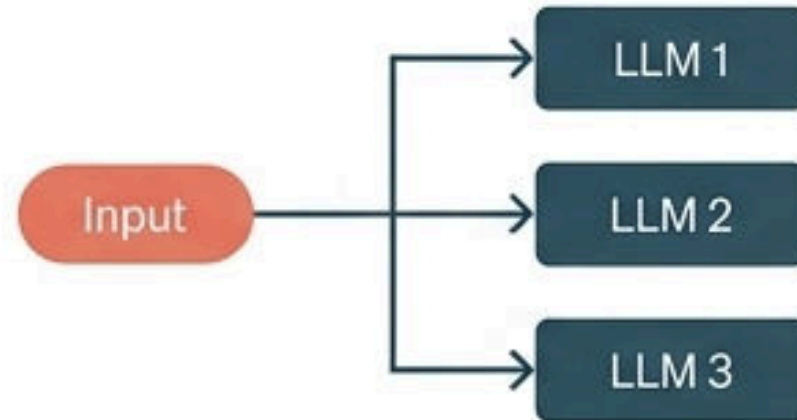
The Foundational Building Block: The Augmented LLM



Takeaway: Complex agentic systems are simply combinations of this single, foundational architectural pattern.

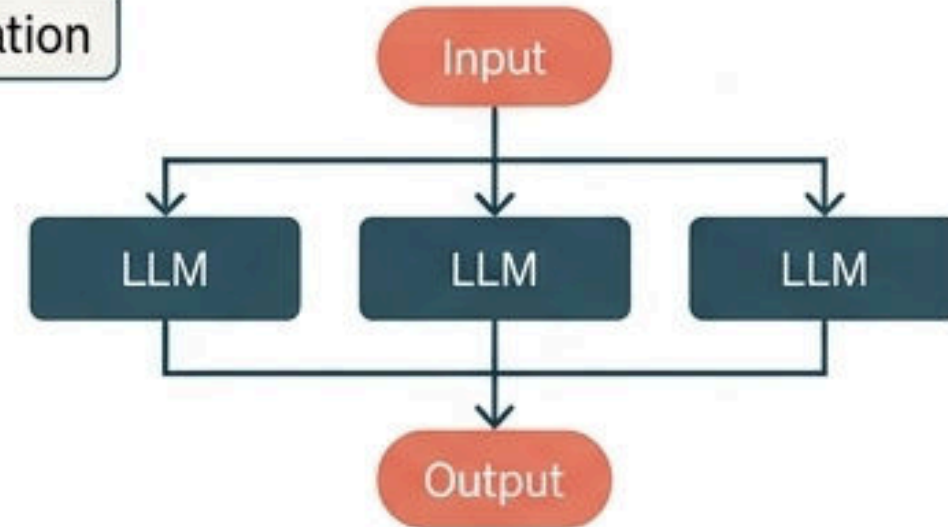
The Pattern Catalog for Agentic Workflows

1. Routing



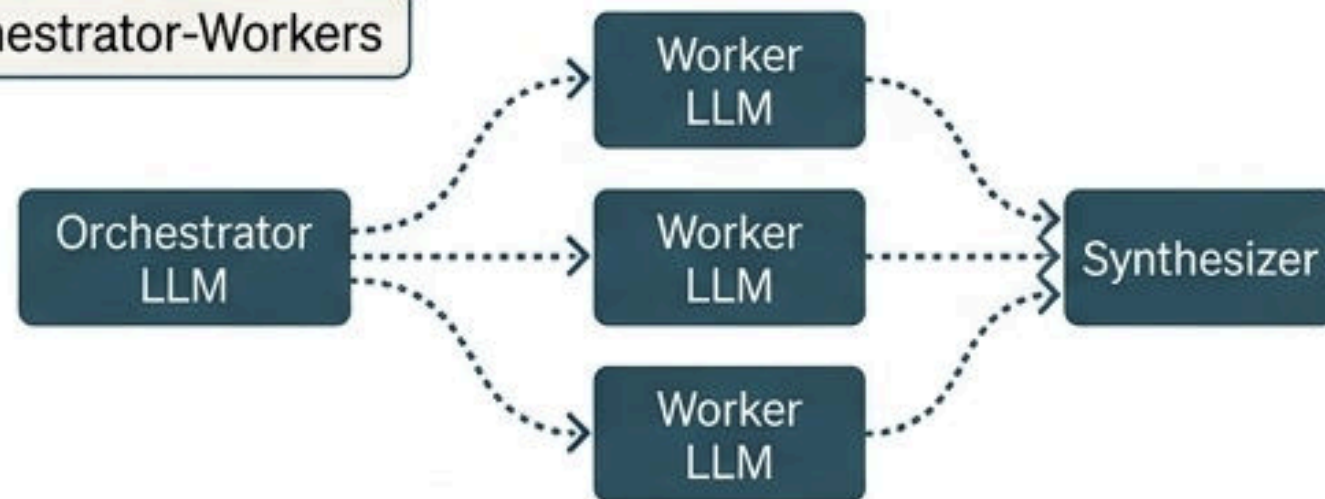
Best For: Directing distinct task types to specialized models.

2. Parallelization



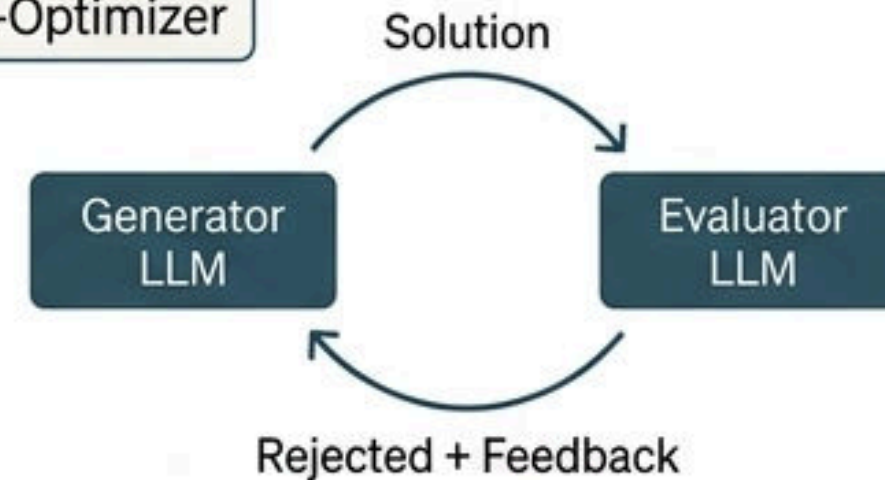
Best For: Processing multiple independent subtasks simultaneously for speed.

3. Orchestrator-Workers



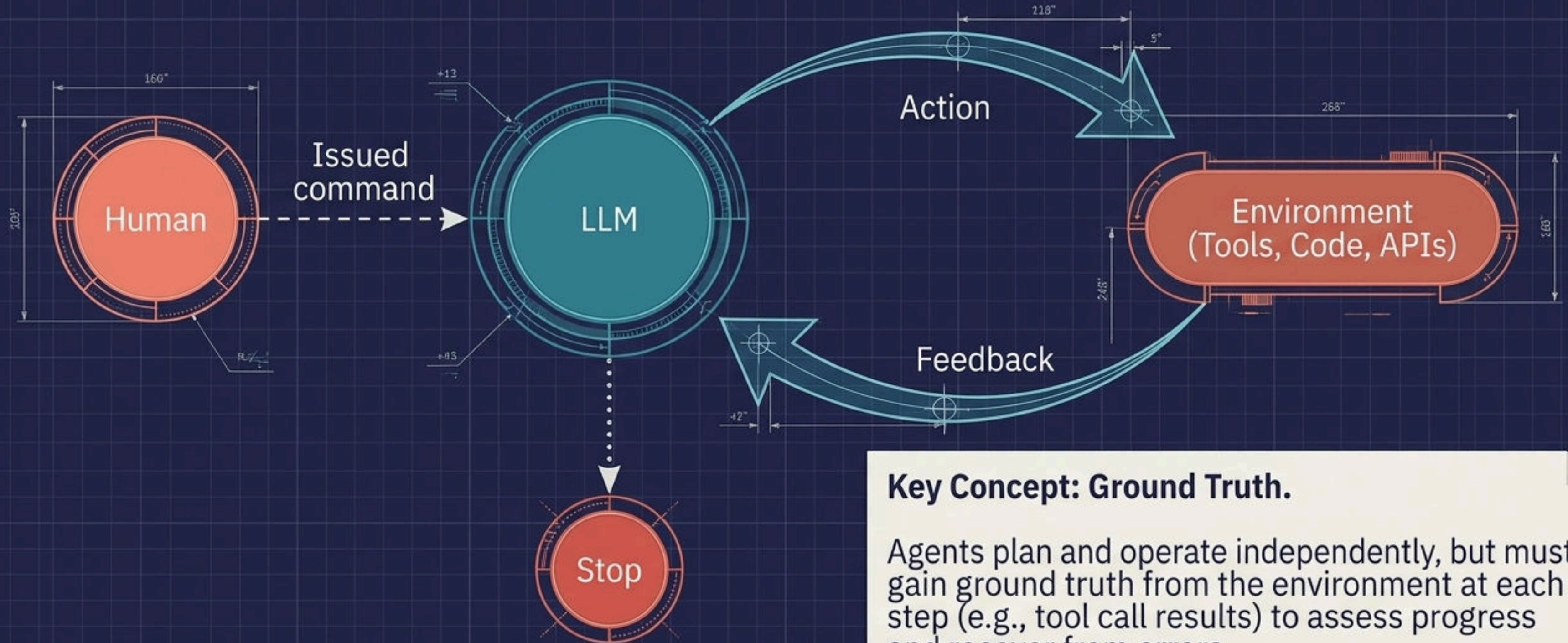
Best For: Complex tasks where subtasks cannot be predicted in advance (e.g., coding changes).

4. Evaluator-Optimizer



Best For: Iterative refinement with clear evaluation criteria (e.g., complex search, translation).

The Engine of Autonomy: The Feedback Loop



Key Concept: Ground Truth.

Agents plan and operate independently, but must gain ground truth from the environment at each step (e.g., tool call results) to assess progress and recover from errors.

Salesforce Rule Box

Over-automation creates brittle logic.
AI agents don't build great systems; great
great systems make smart use of agents.

The IT Reality Check: Should You Automate This?

Is the process repeatable
and well understood?

Map the core process first.

Are the risks clear and
mitigations in place?

Do not automate.

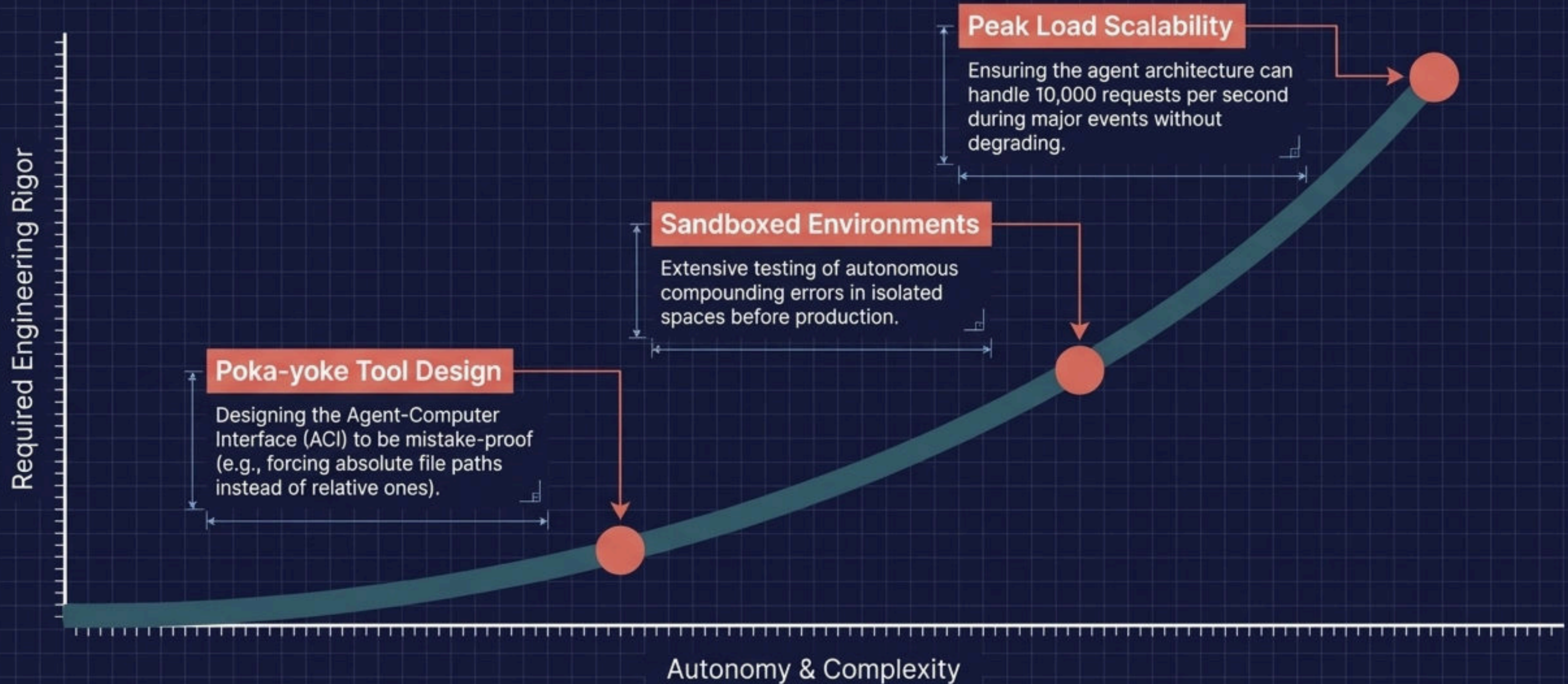
Does the workflow rely heavily
on subjective human empathy
or shifting edge cases?

Keep human-in-the-loop.

Can we test, monitor, and
adjust as needed?

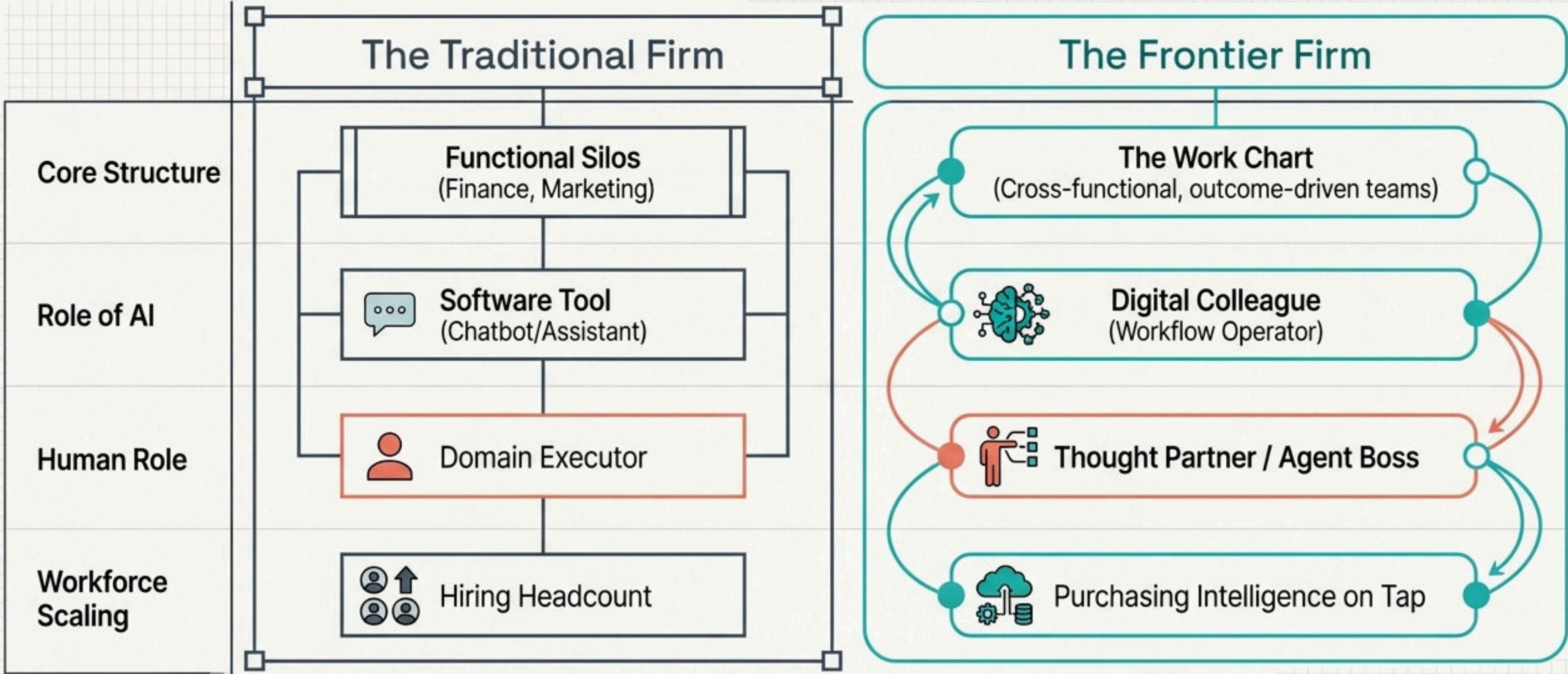
Ready for Agentic Automation

The Trust Equation



Automation that's hard to test is automation that's hard to trust.

Upending the Org Chart



Data Point: More than 10% of people hired globally hold job titles that didn't exist in 2000. 70% of skills will change by 2030.

The Defining Metric of the Frontier Firm: The Human-Agent Ratio

The Human-Agent Ratio: A new business metric that optimizes the exact balance of human oversight and agent efficiency for every unique workflow.



Blueprint Callout

High Agent Ratio (Logistics)

 AI handles 95% of route optimization and end-to-end tracking at scale. Humans only handle the 5% physical edge cases and severe disruptions.

Blueprint Callout

High Human Ratio (High-Stakes Finance)

 AI models risk and summarizes data, but humans own the final strategic negotiations and carry the moral/fiduciary responsibility.

The Rise of the Agent Boss

The Mindset Gap

Familiar with agents

Leaders

67%

Employees

40%

Believe AI accelerates career

Leaders

79%

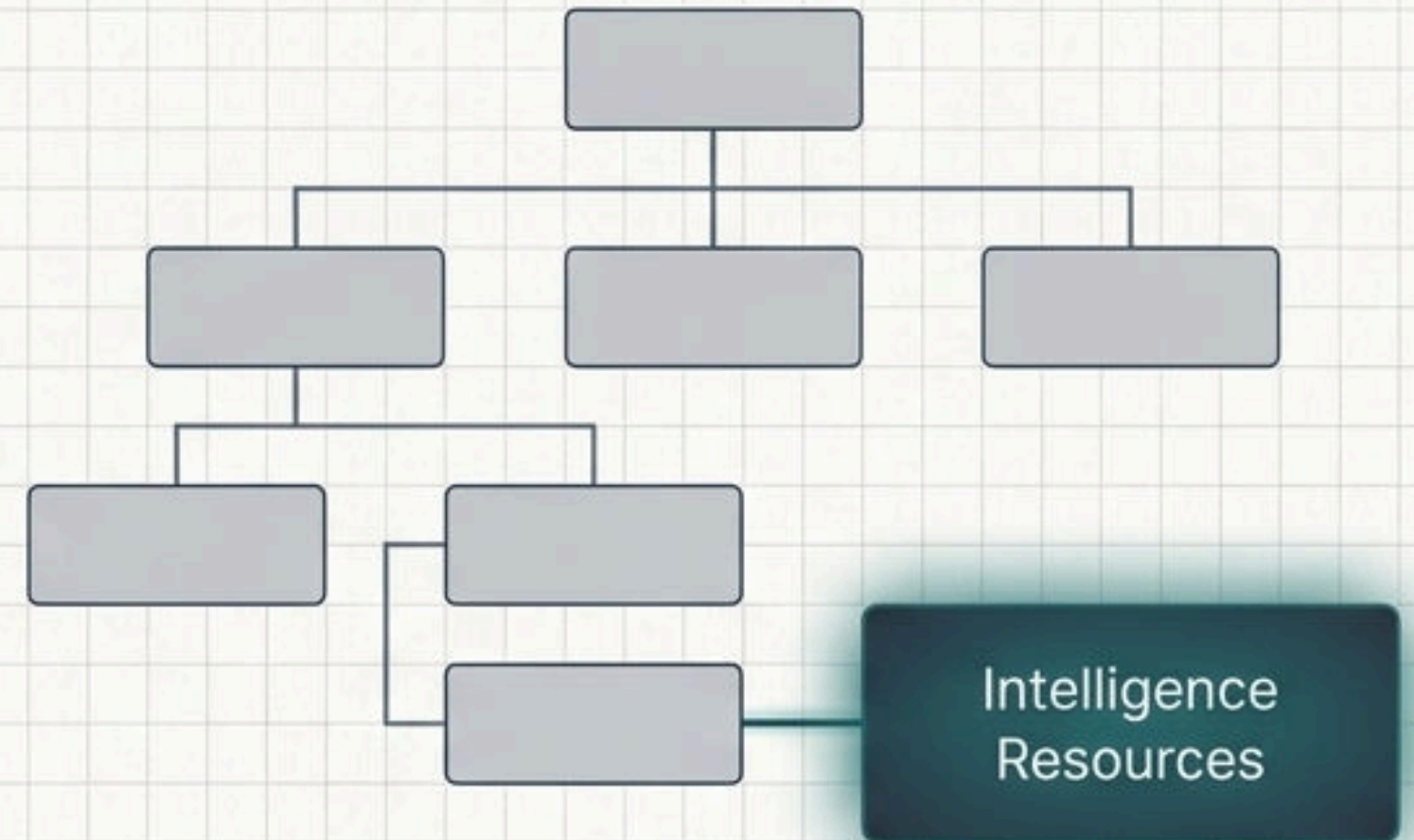
Employees

67%

Adapted from Microsoft

Observation: Leaders are rapidly adopting the Agent Boss mindset—managing agents through delegation and informed trust, not micromanagement.

Intelligence Resources



A necessary new division blending HR and IT, dedicated to managing digital labor, training multi-agent systems, and maintaining secure human-agent interplay.

The Frontier Firm Playbook

Phase 1 Execution Plan



“If you have a people problem, you will have an AI problem. The challenge is to integrate and manage multi-agent systems securely and effectively.” — Amy Webb

Sources:

- * [Anthropic, Building Effective AI Agents](#)
- * [Salesforce, AI Workflow Automation: When to Use Agents](#)
- * [Microsoft, 2025 Work Trend Index and 2026 Work Trend Index](#) [page](#)