



# **TTEC Digital AI Agent Use Case Discovery Assessment Offer**

Identify and prioritize enterprise-ready AI agent scenarios.



# TTEC AI Agent Use Case Discovery Assessment

TTEC Digital's AI Agent Use Case Discovery Assessment is a focused engagement designed to identify and prioritize actionable AI agent automation opportunities. Over a one-week sprint, our consultants collaborate with business and technical stakeholders through workshops to map current workflows, identify high-impact manual tasks, and assess data availability and process complexity.

We evaluate AI feasibility using Azure OpenAI and orchestration capabilities such as Logic Apps, Durable Functions, and Power Platform. Each identified use case is scored based on business value, technical feasibility, and implementation effort. We then develop an AI Agent Use Case Catalog, including solution patterns, architecture sketches, data needs, and integration considerations.

This assessment enables rapid identification of automation opportunities, aligning AI agents with business strategy and ensuring readiness for development and deployment..



Mapped business workflows and automation targets



Data/connectivity readiness evaluation



Architecture patterns for OpenAI-based agents + orchestration



Scored and prioritized AI agent use case catalog



Roadmap with proof-of-concept paths, roles, effort, and timeline



Potential to be fully funded by Microsoft and TTEC



## Accelerate Business Outcomes

Ready-to-execute roadmap with architecture and orchestration choices

Technical feasibility confirmed for each agent

Strong alignment between business value and agent implementation



## Pain Points

- ✓ Unfocused or stalled automation efforts
- ✓ Inconsistent business/tech alignment around AI agents
- ✓ Lack of data readiness or orchestration standards
- ✓ Concerns over implementation complexity



## Qualification

- ✓ Which business processes involve manual, repetitive steps?
- ✓ Do you currently use or evaluate Azure OpenAI in automation?
- ✓ Are workflows ready for orchestration via Logic Apps or functions?
- ✓ What level of ROI or scale do you expect from AI agents?



## Outcomes

- ✓ A clear pipeline of prioritized AI agent use cases
- ✓ Architecture patterns for OpenAI-based agents + orchestration
- ✓ Roadmap with proof-of-concept paths, roles, effort, and timeline



**Project Cost:**  
\$10K – Eligible for TTEC and Microsoft funding

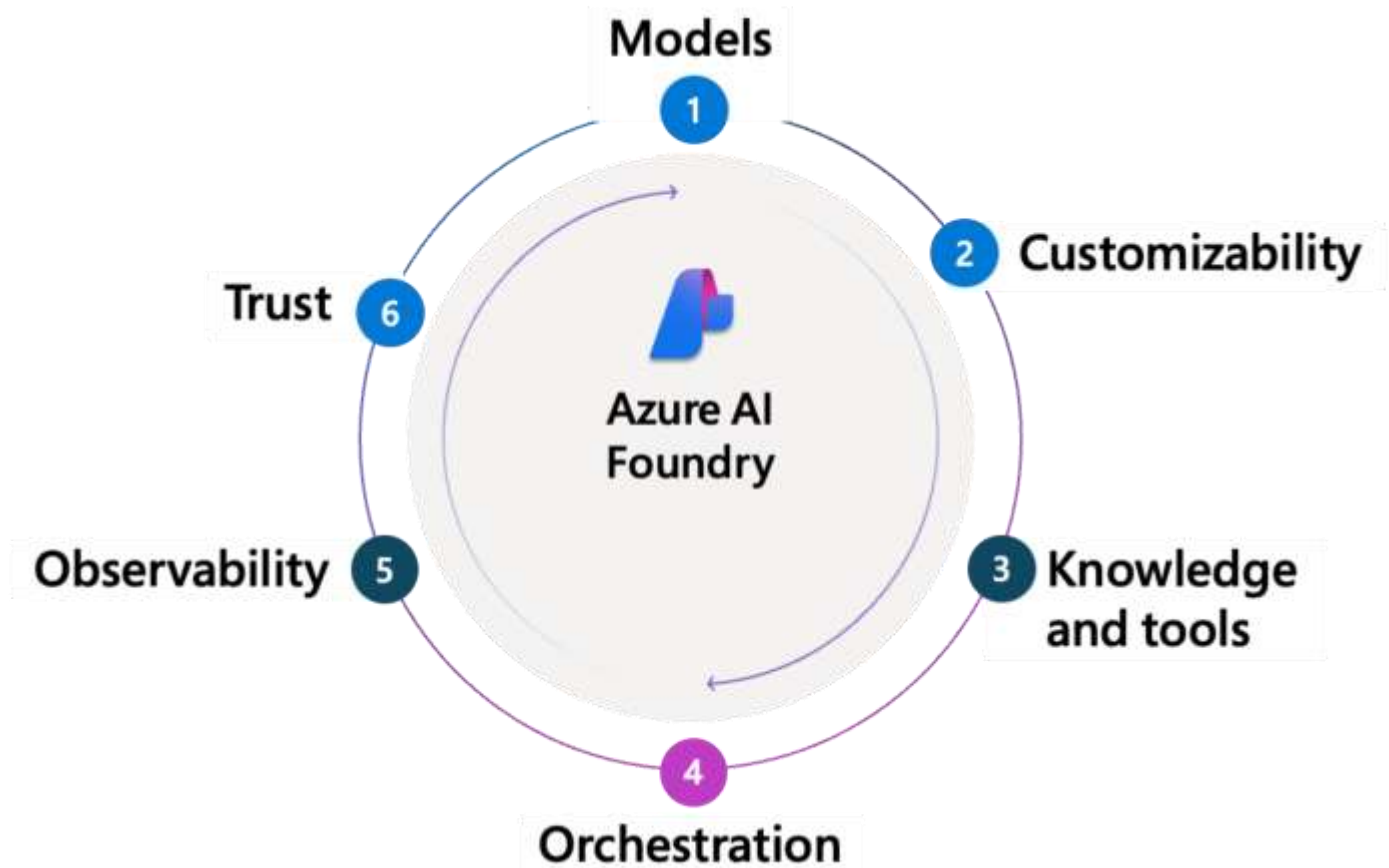


**Project Timeline:**  
1 Week



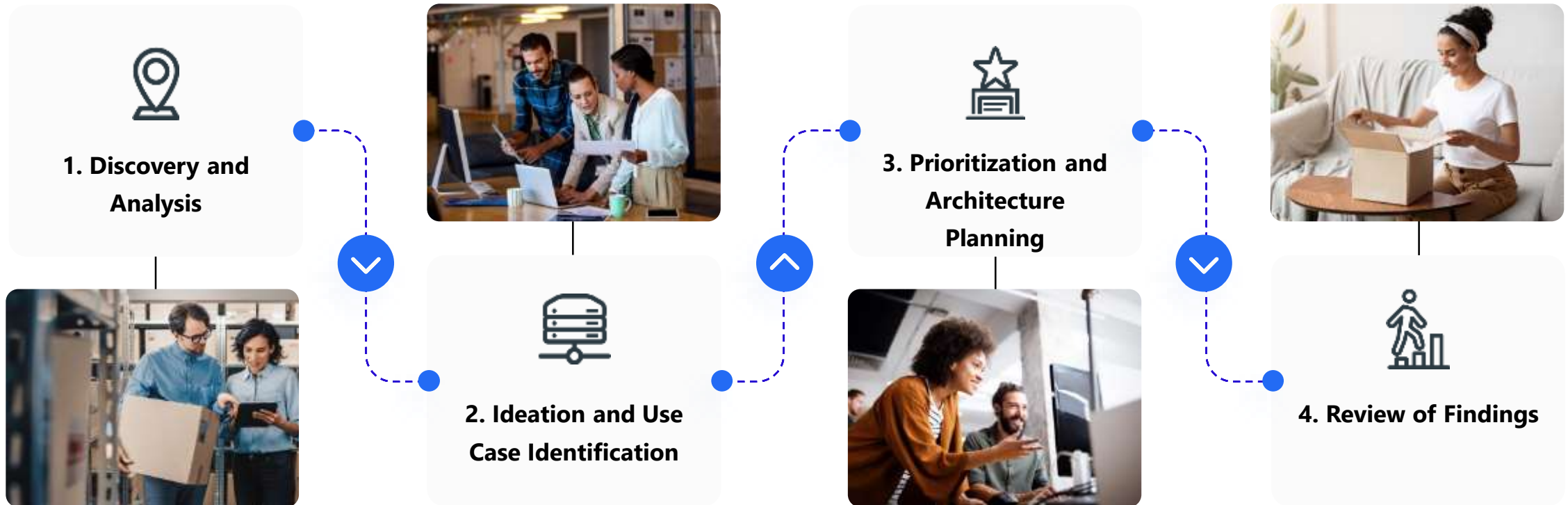
# AI Agent Use Case Discovery Assessment

- Mapped business workflows and automation targets
- Scored and prioritized AI agent use case catalog
- Architecture patterns for OpenAI-based agents + orchestration
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# AI Agent Use Case Discovery: Discovery to Findings – 1 Week





# AI Agent Use Case Discovery Assessment Process

Discovery and Analysis	Ideation and Use Case Identification	Prioritization and Architecture Planning	Review of Findings
<ul style="list-style-type: none"><li>• Kickoff and Stakeholder Alignment</li><li>• Current Workflow &amp; Task Mapping</li><li>• Data Availability and Process Review</li></ul>	<ul style="list-style-type: none"><li>• Use Case Brainstorming Workshops</li><li>• Initial Use Case Documentation</li><li>• Azure Capability Mapping</li></ul>	<ul style="list-style-type: none"><li>• Use Case Scoring and Ranking</li><li>• Architecture Sketches and Integration Notes</li><li>• PoC and Deployment Readiness Evaluation</li></ul>	<ul style="list-style-type: none"><li>• Executive Summary and Use Case Readout</li><li>• Deliverables Handoff</li><li>• Next Steps and Optional Services</li></ul>