



# **TTEC Digital Enterprise Agent Framework Assessment Offer**

Lay the foundation for secure and scalable AI agent deployment.



# TTEC Enterprise Agent Framework Assessment

TTEC Digital's Enterprise Agent Framework Assessment guides organizations in architecting intelligent multi-agent solutions that combine OpenAI models with Azure serverless components like Logic Apps or Durable Functions. Over a two-week engagement, our team audits your existing security, identity, and data architecture, and evaluates suitability for agent orchestration.

We deliver architecture reviews, identity flows, data integration patterns, and security/gov compliance mapping—aligned with Azure best practices. Through workshops with stakeholders, we define agent use cases (e.g., automation bots, digital assistants, orchestration engines), identify required Azure services, and design governance and observability pipelines.

Post-assessment, clients receive a prioritized roadmap to prototype or productionalize multi-agent architectures on Azure—enabling faster rollout of intelligent automation while maintaining security, compliance, and maintainability



Enterprise-grade agent framework blueprint



Identity and security flow diagrams



Logic Apps/Durable Functions orchestration patterns



Data integration and governance plan



Monitoring, logging, and cost model recommendations



Prioritized roadmap (prototype to production)



## Accelerate Business Outcomes

Defined multi-agent architecture ready for proof of concept

Secure and governed agent orchestration layer

Clarity on roles, scale, and data boundaries



## Pain Points

- ✓ Disjointed AI processes without orchestration
- ✓ Security or identity gaps between agents/services
- ✓ No centralized governance or cost visibility
- ✓ High risk first release without a design framework



## Qualification

- ✓ Are you planning multi-step AI workflows on Azure?
- ✓ Do you need coordination, identity, or governance across agents?
- ✓ Are there compliance requirements or sensitive data handling?
- ✓ Have you defined logging, scale, and security controls yet?



## Outcomes

- ✓ Faster delivery of intelligent workflows
- ✓ Enterprise-class agent architecture based on Microsoft best practices
- ✓ Secured and governed
- ✓ Ready for proof-of-concept implementation



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

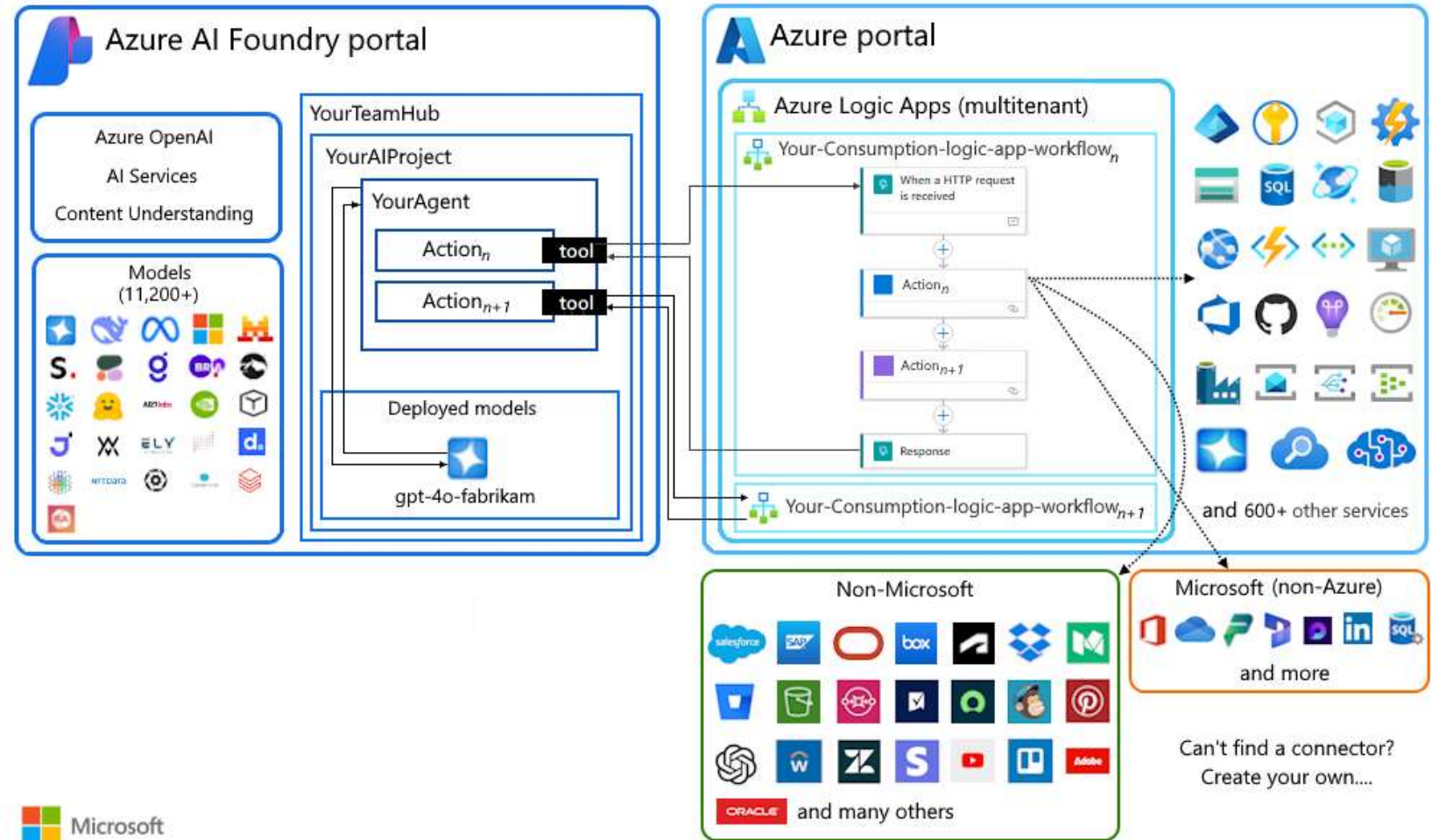


**Project Timeline:**  
2 Weeks

# Enterprise Agent Framework Assessment



- Enterprise-grade agent framework blueprint
- Identity and security flow diagrams
- Logic Apps/Durable Functions orchestration patterns
- Data integration and governance plan
- Monitoring, logging, and cost model recommendations
- Prioritized roadmap (prototype → production)





# Enterprise Agent Framework: Discovery to Findings – 2 Weeks







# Enterprise Agent Framework Assessment Process

## Discovery and Analysis

- Kickoff and Stakeholder Alignment
- Current Architecture & Platform Review
- Data Source and Identity Landscape Mapping
- Security, Compliance, and Observability Discovery
- Use Case and Workflow Ideation

## Technical Assessment

- Agent System Architecture Feasibility
- OpenAI Integration Readiness
- Identity and Access Flow Validation
- Data and API Governance
- Event and Workflow Readiness

## Recommendations and Roadmap

- Framework Blueprint and Architecture Diagrams
- Security and Compliance Recommendations
- Observability and Cost Strategy
- Adoption Roadmap

## Review of Findings

- Executive Summary and Use Case Readout
- Technical Deep Dive
- Deliverables Handoff
- Next Steps and Optional Services