



You Request. We Respond.
IT Gets Done!

AI Agent from Miles IT

A configurable AI assistant that takes on one defined role in your business.

WHAT IT IS

AI Agent is a configurable AI assistant that takes on a single, defined role within your business. Unlike a general-purpose chatbot, each agent is set up for one job and works from your own policies, files, and knowledge base, so its responses reflect how your business actually operates. It is built on Microsoft Copilot and runs within the Microsoft environment your team already uses.

THE ROLES AN AI AGENT CAN FILL

An AI Agent is configured for one of four roles:

- **Work Assistant:** drafts proposals, reports, emails, and routine correspondence from the inputs provided, within role-specific guardrails.
- **Position Coach:** helps employees build role-specific skills, work through real scenarios, and apply best practices.
- **Policies & Guidelines:** answers HR, benefits, and policy questions, citing references drawn directly from your documentation.
- **Website Concierge:** engages website visitors, explains products and services, and directs them to the right information or next step.

HOW CAPABILITY SCALES

AI Agent is offered in tiers that differ by how much complexity the agent can handle. Three factors define each tier:

- **Scenario handling:** the range of situations the agent is configured for, from a few simple guidelines to extensive edge-case coverage.
- **Specialized actions:** the input and output formats it works with, from a single format to multi-format, multi-step workflows.
- **Connected sources:** the number of your own documents and data sources the agent draws on, ranging from a handful to more than 100.

Higher tiers add capabilities such as contextual reasoning, intelligent routing between responses, integration with external systems, and multi-step task execution.

SETUP

Miles IT configures each agent before it goes live, connecting the relevant sources, applying the guardrails, and testing the agent so its behavior matches the business it serves. The agent is delivered ready for the team to use.

