



Intelligent automation:

Next-gen business
processes powered
by custom agents



Unlocking the next wave of productivity

Streamline, scale, and optimize operations through intelligent automation.

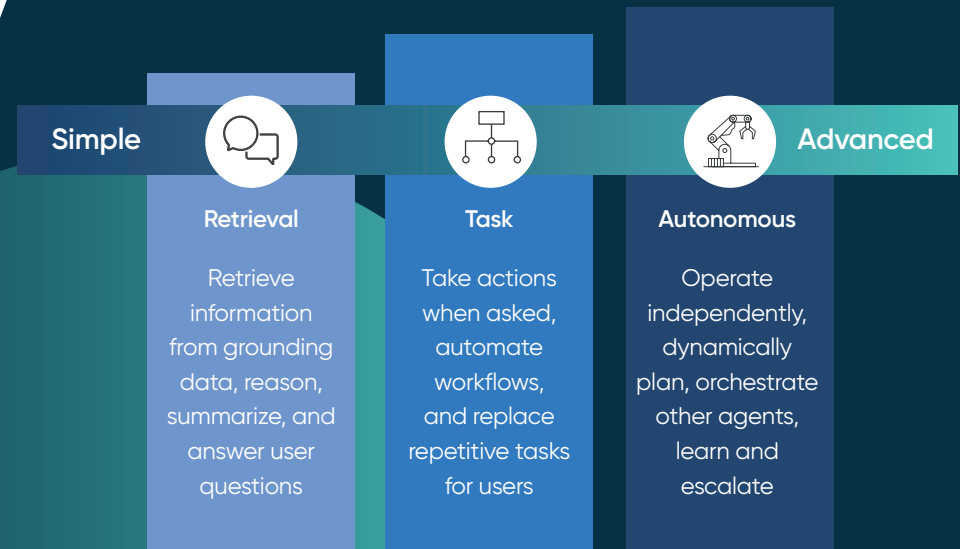
Today's enterprises face increasing pressure to do more with less—improving agility, reducing operational inefficiencies, and maintaining compliance at scale. Traditional workflow automation tools often fall short, limited by rigid rule sets and siloed systems.

CBTS Custom Agents enable the next evolution in business process improvement. Built and delivered across your enterprise stack, custom agents can be designed to augment or fully automate complex workflows, making decisions, executing tasks, and integrating data across systems—all with minimal manual intervention.

This isn't about automating individual tasks. It's about reimagining end-to-end processes across finance, HR, IT, operations, and customer engagement.



The spectrum of agents vary in level of complexity and capabilities depending on your need.



Automate actions to streamline work

Task-based agents are designed to automate repetitive workflows and be triggered by user actions or events. These agents are ideal for streamlining internal operations, reducing manual effort, and increasing responsiveness across teams.

These agents are deployed where work happens—whether in Microsoft Teams, SharePoint, first- and third-party apps, or your organization's most used channels. Agents integrate with enterprise data and systems to act on behalf of users, delivering consistent outcomes with speed and accuracy.

Benefits of task-based agents:

- **Workflow automation:** Replace manual steps with automated actions for HR, IT, finance, and more.
- **Consistency at scale:** Standardize execution of repetitive processes across departments.
- **User-driven triggers:** Activate triggers through common tools like Teams, Outlook, or SharePoint.
- **Fast time-to-value:** Build quickly with low-code tools, they require minimal developer overhead.

Task agent life cycle:

Trigger ➡ Instruction ➡ Plan ➡ Outcome



Deploy custom agents for every approach to automating tasks

Innovation doesn't follow one path—neither should automation.

With custom agents you can take a flexible approach to automation that meets both structured and dynamic business needs. Harness **robotic automation** to execute predictable processes with speed and consistency and apply **agentic automation**—powered by generative AI—for scenarios that require adaptability and intelligence.

This dual model allows you to extract more value from your existing systems and data, across cloud, desktop, and web environments.

AI is not just a broad feature—it can be applied precisely, enhancing agents and workflows with document processing, decision support, and the ability to manage complexity at scale.



	API automation (cloud apps)	UI automation (desktop and web apps)
Agentic automation (autonomous)	AI determines what sequence of actions are required to accomplish tasks described in natural language instructions.	AI understands what it sees and uses natural language instructions to figure out how to accomplish a task.
Robotic automation (rules-based)	Users assemble a specific sequence of triggers and actions to execute structured tasks quickly and consistently.	Users record or assemble a specific sequence of clicks and keyboard entries for a robot to “playback.”



Scale with intelligence: Infusing every workflow with the power of autonomous custom agents

Go beyond automation—custom agents can integrate vision, language, and learning to transform business processes.

Unlike task-based agents, autonomous agents independently begin work based on autonomous triggers. They consult historical data and escalate issues when needed—drastically expanding what's possible with automation. These agents are ideal for complex, long-running business processes where adaptability and real-time responsiveness are essential.

Autonomous agents are more than workflow engines. They're intelligent digital operators capable of understanding context, extracting meaning, and taking action.

With custom agents, organizations can embed advanced AI into their agents using:



AI tools: Add intelligent capabilities like form processing, object detection, sentiment analysis, and prediction—without writing code. Plus, build prompts that allow capability integration.



Intelligent document processing: Extract structured data from invoices, contracts, or PDFs to trigger workflows and reduce manual entry.



Image and video analysis: Use computer vision to recognize objects, read handwritten notes, or inspect product quality from uploaded media.



Natural language understanding: Enable agents to interpret complex requests, summarize conversations, or translate multilingual inputs.



Azure AI Foundry integration: Connect models that forecast demand, score leads, or make recommendations directly within agent workflows.

Transform with CBTS Custom Agents

While custom agents can provide the platform for intelligence and automation, end-to-end transformation often requires strategic support. We bring deep industry experience, technical expertise, and a proven methodology to help your organization



Identify high-impact use cases across all departments.



Design and deploy custom agents that align with your business goals.



Ensure governance, security, and scalability from the start.



Measure and optimize performance using adoption metrics and business KPIs tailored to your needs.

Get started deploying and using custom agents today.





From developing and deploying modern apps and the secure, scalable platforms on which they run, to managing, monitoring, and optimizing their operations, CBTS is the trusted partner businesses need to thrive in the application era.