Digital and artificial intelligence

AI Agents and Business Process Automation

A hands-on day to automate a business process end to end by combining rules, automation tools and AI agents. On a process chosen from your company — purchase request, customer order, supplier document, complaint —, participants describe the flow, place the agent where reading and interpretation are needed, keep a simple rule where it is enough and plan the human checks.

Duration : 1 day

Objectives

1. Distinguish rule-based automation, software robots and AI agents, and choose according to the task
2. Describe a business process as a flow: triggers, steps, data, exceptions
3. Design a sequence in which the agent reads, extracts, classifies or drafts, and a manager approves
4. Plan error handling, traceability and operating indicators
5. Build the launch file for a first automation

Programme

Day 1 — morning

• Three ways to automate: rules and approval workflows, software robots, AI agents

• What an agent can do in a process: read an email or document, extract data, classify, draft, call a tool

• Anir.io demonstration: handling an incoming request through to approval

• Modelling a process: trigger, steps, data, exceptions, owner

Day 1 — afternoon (workshop)

• Workshop: modelling a process from your company and choosing the level of automation at each step

• Human checks, escalation thresholds and error handling

• Traceability, access rights and protection of the data processed

• Launch file: scope, indicators, pilot, test on a sample; knowledge test

Teaching methods

• Demonstrations of automations in operation

• Modelling of your own processes in sub-groups

• Comparison of automation options on the same case

• Reusable decision grid for the next processes

• Exchanges between business functions and information systems

Assessment and documents

Knowledge test at the end of the day and end-of-course survey the next day. Each participant receives a numbered certificate that can be verified online; the company receives the training report and the launch file for its first automation.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

For a broader approach — choosing processes across the company, six agent sheets and a 90-day roadmap —, see “Agentic AI: From Assistant to Autonomous Agent”, over two days.

Practical information

Duration	1 day
Audience	Heads of department, process owners, information systems, purchasing, sales administration
Prerequisites	Good knowledge of at least one process in the company
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Do I need to know how to code?
No. The day covers the design of the flow and the controls. Today’s automation tools can largely be configured without code; someone from information systems helps check what is feasible with your software.

Which tools are used for the demonstration?
Anir.io, the agent tool designed within Afflatus. The modelling method and the decision grid apply to other platforms, including those already in place in your company.

Which process should we start with?
A frequent process governed by written rules, whose errors are easy to correct: handling incoming requests, entering supplier documents, preparing standard replies. Sensitive decisions come later.

How does it differ from the two-day “Agentic AI: From Assistant to Autonomous Agent” course?
The two-day course is aimed at management and ends in a company-wide roadmap. This day is more operational: a single process, modelled in detail up to the launch file.