

SPRINT 3:

Agents

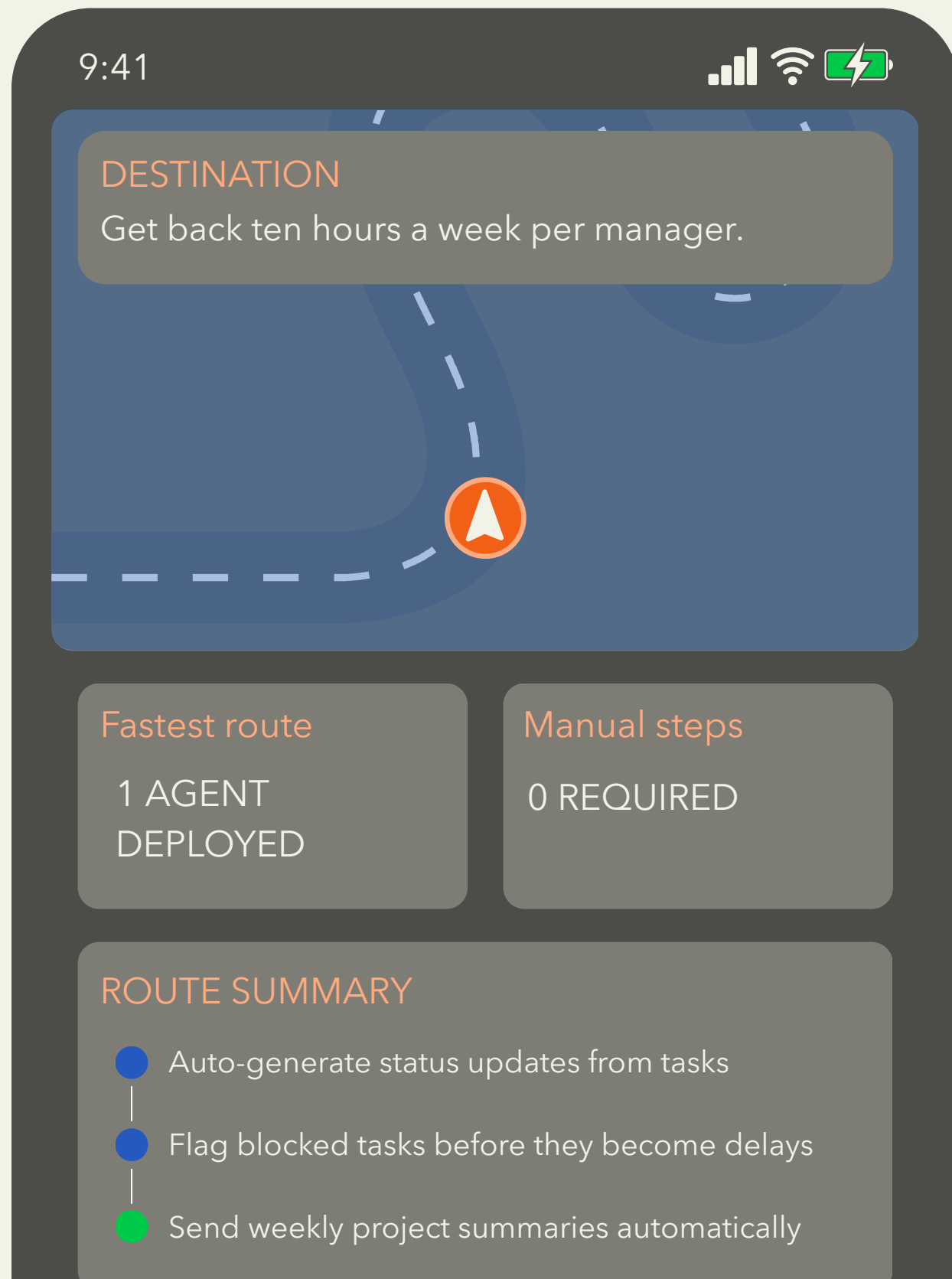
Agents, agents, agents. That's all we were hearing. You probably were, too. At OrangeTrail, we recognize the hype, the confusion, the possibility. We dedicated our LinkedIn sprint to shedding some light on what they are, what they can do, and what it all signals.

Nobody opens Google Maps and plans every turn. They just type where they want to go.

AI agents work the same way.

Describe the outcome, AI figures out the path.

You decide the best way forward



ON AI AGENTS: LET'S CLEAR A FEW THINGS UP

The myth

~~Agents will replace my team~~

~~You need to be technical to use them~~

~~You lose control while you work~~

~~It's a problem for next year.~~

The reality

They free your team for the work that matters.

If you can prompt, you can use an agent.

You set the rules, and you stay in charge.

You competitors started six months ago.

AGENTS PER PLATFORM.

CHATGPT

I'll book your flight

GEMINI

I'll read the 80-page brief.

COPILOT

Drafted the reply. Send?

ChatGPT

The one for open-ended, multi-step work.

Best for

- Research with a deliverable
- Multi-step ops & data work
- Agents you can build without code

Watch out

Confidence outpaces accuracy. Always double-check output

Copilot

"Do this for me" across your actual work.

Best for

- Office & 365-shop teams
- Meeting recaps, inbox sorting
- Agents wired in your tenant data

Watch out

Only as good as your data hygiene: garbage in, garbage summarised.

Gemini

The one living across your Google word.

Best for

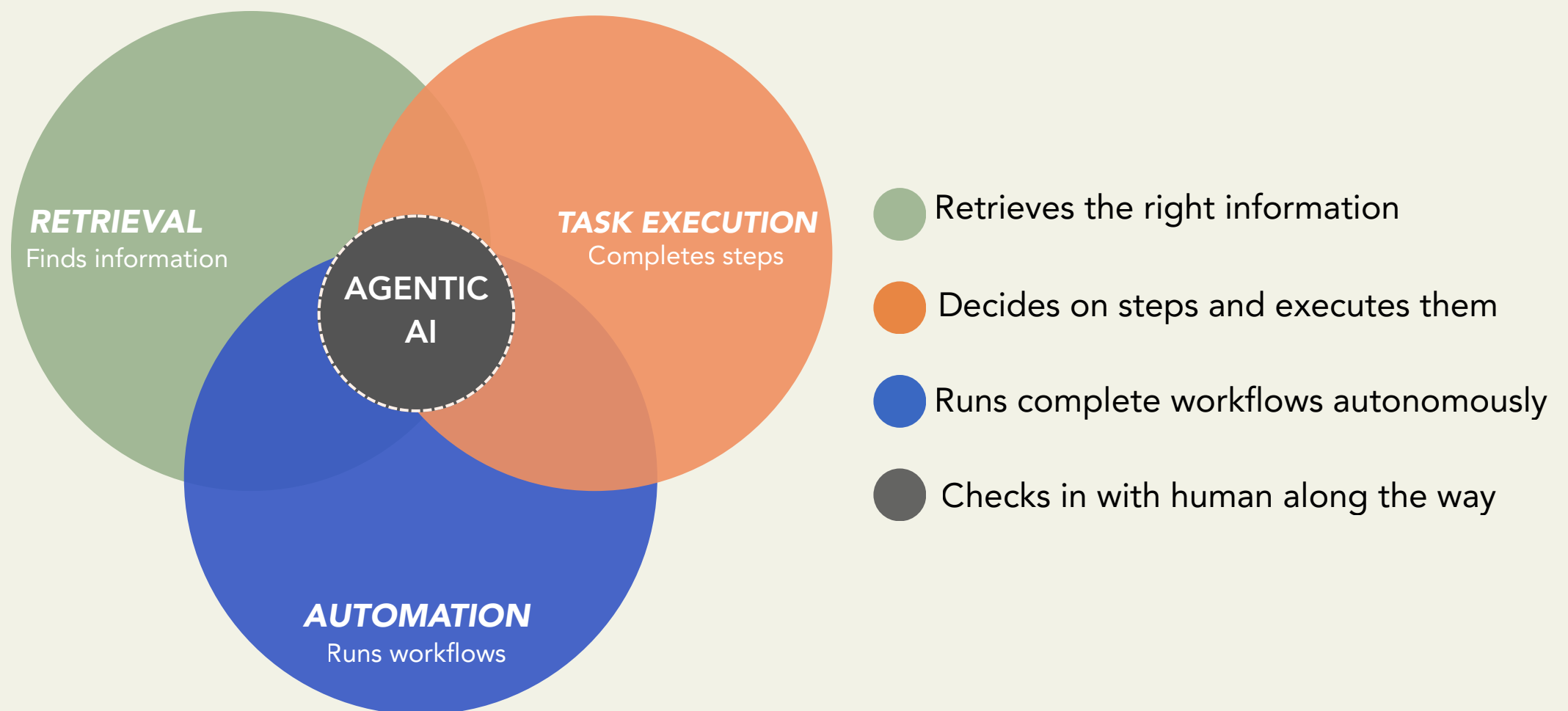
- Workspace-native teams
- Email, calendar, doc drafting
- Research grounded in live search.

Watch out

Best when your data already lives in Google, less useful if it doesn't.

FROM AGENTS TO AGENTIC AI

In simple terms: a single agent handles one task. Agentic AI combines retrieval, execution, and automation into an integrated system that operates end-to-end. The entire process is managed, from start to finish.



AGENTIC AI: MOST OF THE VALUE LIVES BELOW THE SURFACE.

Most organisations invest in what they can see: automation and execution. But with agentic AI, the real value sits below the surface: in **context, data, and intent**.

LAYER 1

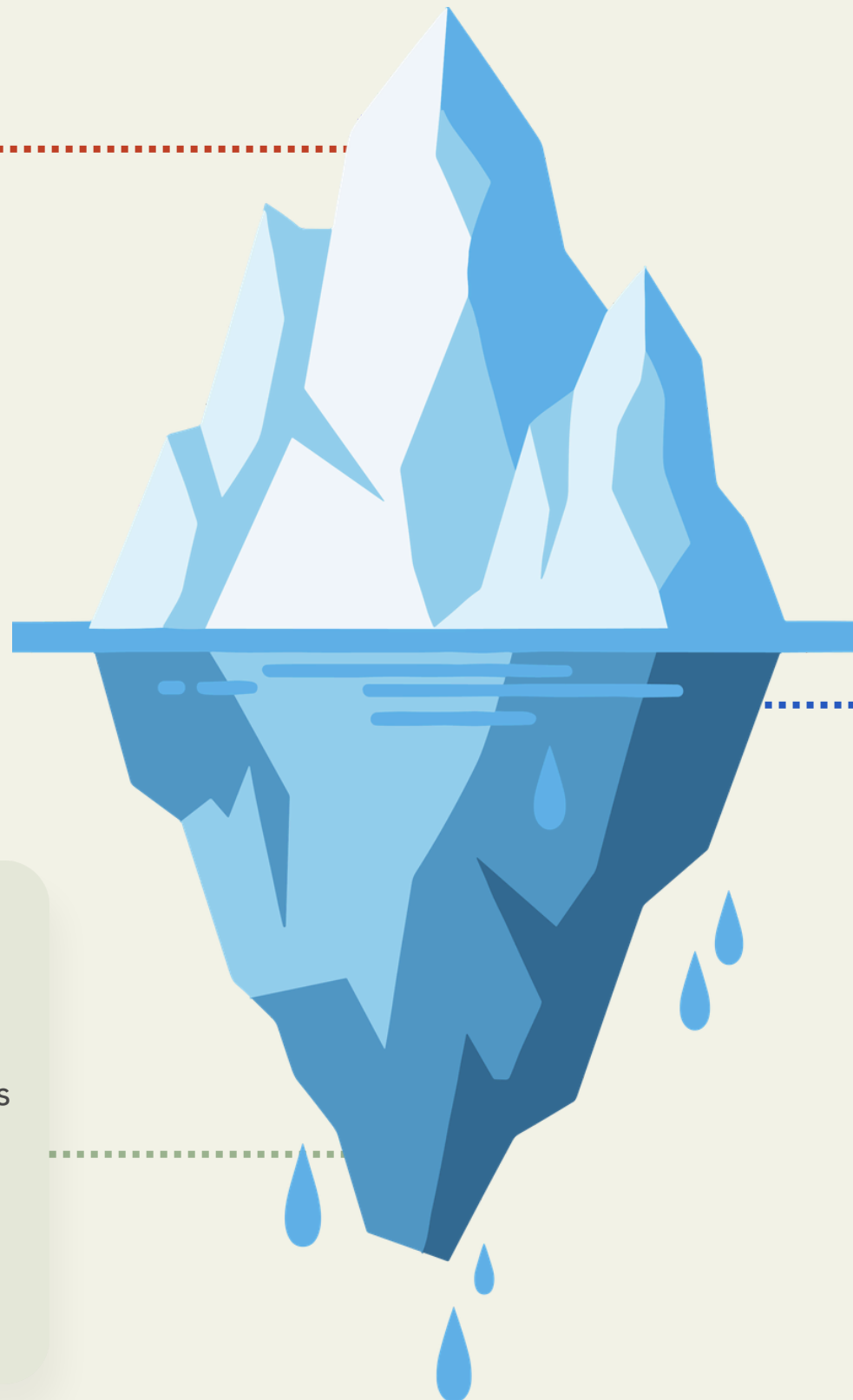
Multi-step execution, agentic workflows. The demos everyone talks about. Prepare the deck, pull the data, schedule prep time, send the follow-up - all from a single request.

LAYER 3

Knowing what to tell AI, workflow thinking, adoption readiness. This is where it starts. The bottleneck shifts to people.

LAYER 2

WorkIQ, organisational data, communication patterns, memory. The intelligence layer that makes agentic work useful. Without it, AI is guessing.



ANALYST



RESEARCHER



Your on-call data-scientist

Best for:

- Processing raw, messy datasets to clean data
- Creating clean charts, graphs and tables directly from plain-English requests.

Try:

"Analyze the attached data to find the top 3 trends. Provide a bulleted summary and a chart visualizing the main takeaway."



ANALYST



RESEARCHER



Multi-step research, end-to-end

Best for:

- Deep, multi-step research.
- Synthesizing information across organizational files and the web to deliver structured reports.

Try:

"Compare how the top 5 banks describe their AI strategy in their annual reports."



AGENT, WORKFLOW, OR HUMAN?

Not sure when you need what? Ask yourself these three questions



The bottleneck has moved.

These days, it's not tech holding you back.
*The real bottleneck is not knowing what to
to actually tell the AI to do.*

Document your workflow, compare it with
someone else's, and if they don't match,
you've found the work that matters before AI
ever enters the picture

READINESS > TECHNOLOGY

AI doesn't fix organizational chaos. It amplifies it. In the age of agents, readiness is as much of a priority as the technology itself.

For agents to deliver value, organizations need:



Well organized information and knowledge



Clear processes and workflows



Employees who understand how AI works (and where it doesn't)



Strong collaboration foundations

Dear Humans,

To help me do my job well, I need more than a technical setup. Please:

- Describe the outcome you want, not just the task
- Walk me through your workflow, the steps that live in your head
- Flag which exceptions matter and which don't
- Review my work and bring your judgment to what I produce
- Keep refining the intent as we learn what works together

I can execute workflows but I can't decide what matters, apply judgement, or set direction. You set the play, I just run it.

We are not here to replace human thinking, we are here to amplify it.

Sincerely,

your AI agents



Time for a reality check:

AI Agents can't solve everything

What they're great at

- ✓ **Executing small tasks**
- ✓ **Granular knowledge**
- ✓ **Handling repetitive work**

What they can't fix

- ✗ **Broken processes**
- ✗ **Missing knowledge**
- ✗ **Unclear ownership**
- ✗ **Misaligned teams**

HAVE YOU FELT THE SHIFT?

*Agents are just the technology. The real shift is learning how to work alongside AI as a **coworker**. Emerging capabilities like Copilot Cowork point toward AI becoming part of the workflow, not just a tool we use.*

How to use AI:

Prompting
Chatting
Generating
Summarizing



Work with AI:

Directing
Delegating
Reviewing
Refining

AI isn't only responding. **It's acting.**

Now that AI is moving from a productivity tool to a productivity partner, what's the opportunity for you?

It's not getting answers faster. It's being able to define outcomes, guide systems, and applying your own judgement where necessary.

Our biggest takeaway? The technology isn't the hard part anymore.

Knowing what work to give AI, what context it needs, and where human judgement still matters is where things get interesting.

If you're figuring that out too, we'd love to hear your thoughts.