SMARTsolution

Human-Agent Operating Model

Establish binding rules for collaboration between humans and agents

Defining how humans and agents collaborate

The agent is up and running. But no one has decided what it's allowed to do on its own. Every organization is familiar with two possible outcomes: Either every proposal is manually reviewed again. In that case, the intended workload reduction doesn't materialize, and the investment goes to waste. Or no one reviews them anymore. Then, in the end, no one takes responsibility for the outcome.

Neither of these is a technology issue. What's missing is an agreement on where the decision-making authority lies.

What are the benefits of the Human-Agent Operating Model?

Binding guidelines instead of case-by-case decisions. Each task is assigned a level of autonomy, a responsible role, and a defined process for handling deviations. Your teams know when to intervene and when not to. This allows you to achieve the intended workload reduction while simultaneously limiting the risk of unclear accountability.

We assign tasks to four levels of autonomy:

- **automatic:** the agent acts and documents
- **with approval:** the agent makes a suggestion; a human makes the decision
- **on exception:** the agent acts and calls on a human for defined deviations
- **human-driven:** the task remains intentionally in human hands

abat is one of the leading SAP service providers in Germany. We understand the processes our customers use every day – and support them where artificial intelligence is transforming their work. Technology alone does not change the way people work: We bring both together – the implementation in your SAP systems and the organizational structure that supports it.



Here's how we do it:

- Task allocation per process: What does the agent handle, and what remains the responsibility of humans?
- Assigning autonomy levels in collaboration with process owners, including approval and escalation rules
- Clarification of responsibility for results and establishment of a decision-making forum for cases of doubt

We deliver these results:

- task map for each process with assigned autonomy level
- Approval and escalation rules: who decides, who intervenes, and what happens in case of deviations
- Role and responsibility model, including accountability for results
- Establishment of a decision-making body with operating procedures and key metrics to continuously adjust autonomy levels

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