

MEANING 1 — EXAMPLES FROM THIS COHORT

What you could build here

FOOD BANK OF WESTERN MASSACHUSETTS

FORMS → DATA

Turns hand-filled intake PDFs into clean CSV rows. (A person checks the result.)

FOOD BANK OF WESTERN MASSACHUSETTS

ZOOM HELP

Answers staff questions about using Zoom, drawn from your own setup and how-to guides.

HILL FOR LITERACY

GRANTS

Finds relevant funding and helps draft and manage responses through the process.

GREATER HOLYOKE YMCA

MARKETING

Builds flyers to your brand standard. (Uses some advanced features.)

Live demo — [Sonnet version](#) · [Haiku version](#)

REMEMBER A single use of any of these doesn't need an agent — just prompt and attach the right files for context.

It's not a colleague



“ Just assign it to Dave — he'll pull the numbers.

— a manager, about the team's new AI “hire”

“ Thanks for calling! I can book that for you now.

— the hotel's AI, when you call in to reserve



“ My agent will review your request and get back to you.

— a colleague, about their personal AI

“ I'll have my agent handle my inbox.

— you, about your own AI



Who is responsible for the output? How does this feel — and is that accurate? Who owns the consequences?

Are you building something others will depend on?

“I built an agent for our team.”

(nobody says "I built an automated workflow" — it doesn't sound as good)

Who owns it?

What happens when
people depend on it?

Will you maintain, fix,
and update it?

What happens
when it's wrong?

How is it governed?

Advisory (it suggests, a person decides) → **Authoritative** (people take its answer as the answer) → **Autonomous** (it acts on its own)

WATCH FOR legal or compliance risk a domain expert would spot but a newcomer wouldn't — e.g. a sales team building a contract generator. When the stakes are real, bring in the right people.

IN CONCLUSION

Agents aren't special

An agent is just a more specialized tool.

Build one when simpler tools are failing to solve your business problem — not before.

TAKE THIS INTO DESIGN DAY

Design Day is about defining a business problem and how to think about a solution — which might be an agent, a saved prompt, or better use of the tools you already have.

Let the business problem lead. Let your experience with AI guide you to where the solution is hiding — often in plain sight.