

The background of the entire slide is a blue-tinted image of a person's head in profile, facing right. Overlaid on the person's face and hair is a semi-transparent digital candlestick chart, similar to a stock market chart, with red and blue bars and lines. The overall aesthetic is high-tech and digital.

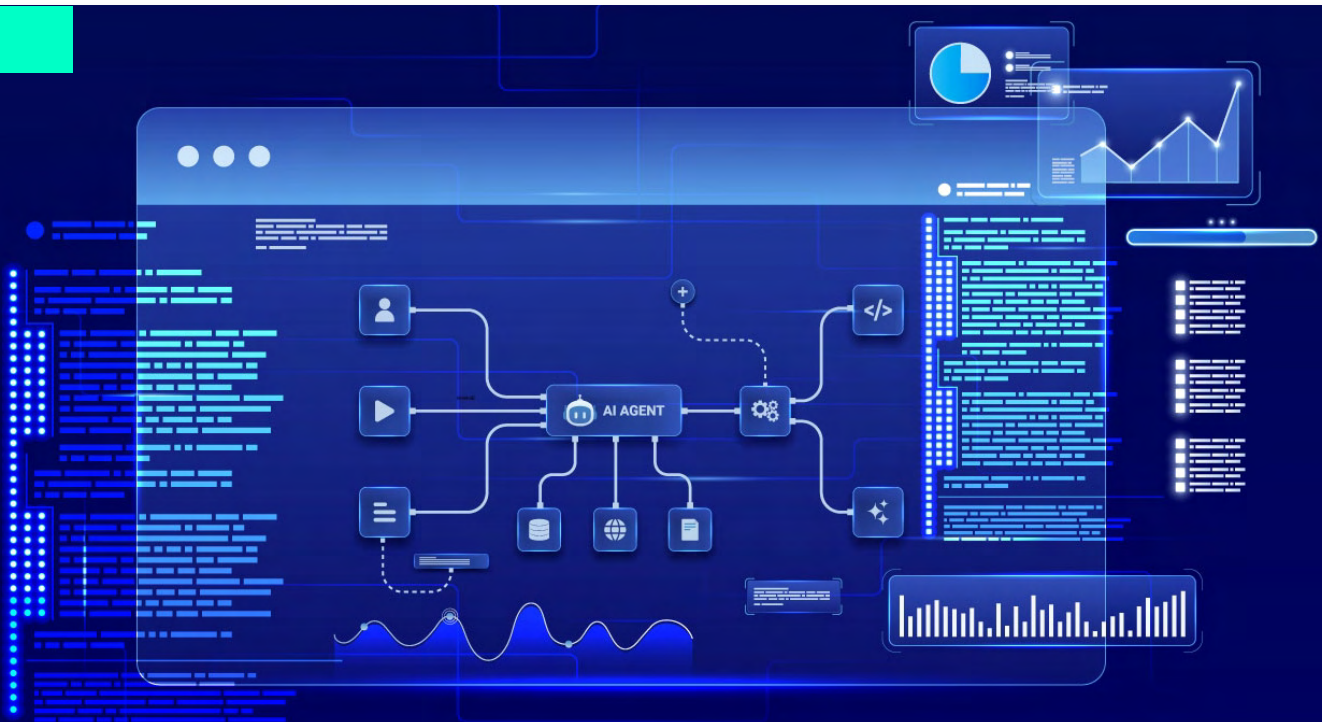
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The Framework for the Agentic Enterprise:

Moving from Manual Tasks to
Deterministic Workflows

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Executive Summary

Most organizations have sophisticated back-end systems yet still depend on spreadsheets and email chains to bridge the gaps between them. These shadow processes are the most significant drag on operational efficiency and the most valuable target for agentic AI.

The path forward is not more automation. It is **deterministic AI execution**, workflows that produce predictable, auditable outcomes without requiring humans to verify every step. Achieving this requires three foundational disciplines: grounding agents in live systems of record, breaking complex processes into tightly scoped tasks, and building in continuous validation from the start.

This paper provides a practical framework for enterprise leaders ready to make that transition, from identifying the right processes to implementing autonomous, scalable workflows. The window for deliberate, strategic action is narrowing. Organizations that spend the next twelve months running more pilots will find themselves competing against peers who used that time to build operational infrastructure for AI execution.

The Gap Between Systems and Execution

Many organizations are finding that the initial excitement surrounding AI experimentation has hit a plateau. While the technology is impressive, the primary challenge for the modern enterprise is moving beyond simple chat interfaces and into the realm of reliable, autonomous execution.

Most business leaders face a significant disconnect. IT departments have successfully deployed sophisticated ERP systems and robust databases. Yet, the day-to-day operations of the global supply chain are still largely powered by "shadow processes"—the many spreadsheets and email chains used to bridge functional gaps. To build a true [agentic enterprise](#), leaders must shift their focus from basic business process automation (BPA) toward [AI execution](#). This requires building workflows that are not just automated, but deterministic.

Humans were the Supply Chain Operating System

Humans as the workflow engine, with 70% of potential lost in wait time and busy work



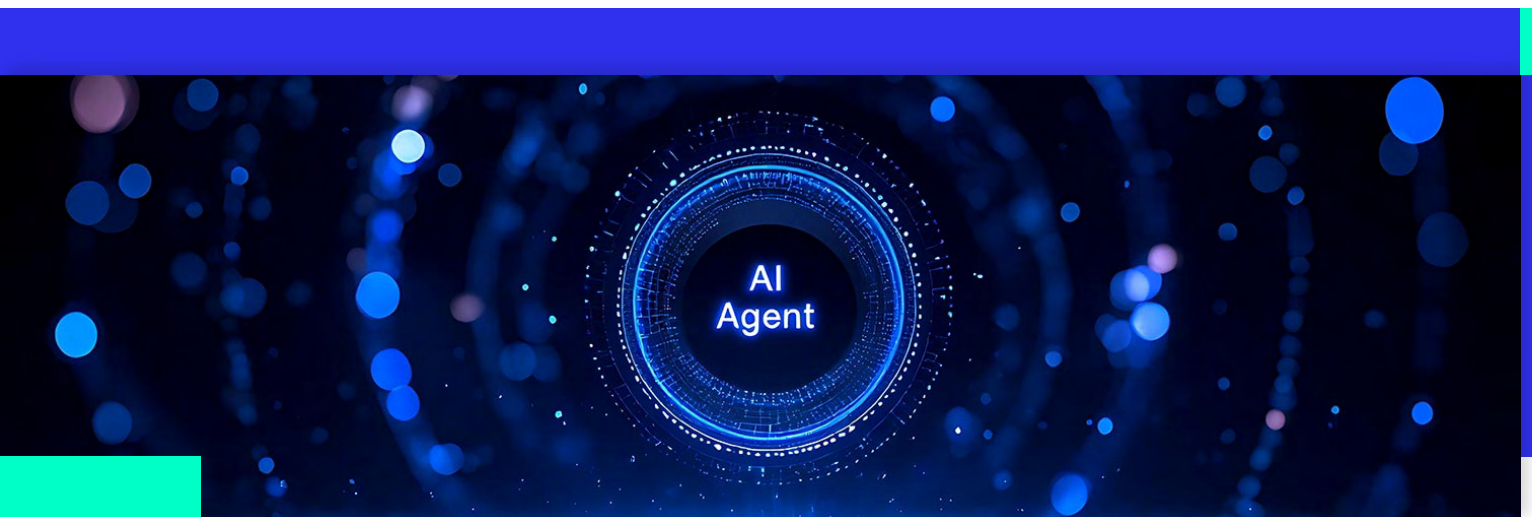
Moving from Assistance to Agency

For years, automation was defined by rigid "if-this-then-that" logic. This worked for simple data entry but failed whenever it encountered the nuance of human communication or unstructured data. When [generative AI arrived](#), it was initially treated as a creative partner—useful for drafting emails or marketing content, but often too unpredictable to be used for operational tasks where accuracy is essential.

The Agentic Enterprise occupies the space between these two extremes. [By deploying AI agents](#), organizations can finally address tasks that require context without sacrificing accuracy. The objective is a **deterministic outcome**: a result that is as predictable and auditable as a traditional software program, but with the reasoning capabilities of a human expert.

The Requirement for Determinism

In the world of supply chain and procurement, accuracy is the only metric that matters. If an agent is responsible for verifying line items on a commercial invoice or checking a supplier's insurance compliance, the process must be foolproof. This is the primary hurdle in **Scaling AI**. If a human must double-check every output, the efficiency gains are lost. Determinism provides the trust required to let AI operate at scale without constant oversight.



Building the Infrastructure for AI Execution

Scaling AI workflows requires an architectural approach built on three core pillars.

1 Data Grounding

An agent is only as effective as the tools it can access. Reliable execution requires connecting agents directly to your systems of record—ERP, CRM, and PLM—via secure APIs. Rather than allowing an AI agent to "reason" its way to a part number, it should be programmed to use a lookup tool to retrieve the exact SKU from the database. This ensures the agent is operating on facts, not probabilities.

2 Task Atomization

The most common mistake in AI implementation is over-scoping. Asking one agent to "manage procurement" is a recipe for failure. A more effective blueprint involves breaking complex processes into "atomic" tasks. By isolating specific actions—such as data extraction, policy comparison, or supplier communication—you can optimize the prompt and the toolset for that specific step, increasing the overall success rate.

3 Testing and Iteration

Reliability is built through rigorous validation. Organizations should move away from hidden system prompts toward a transparent environment where logic is evaluated against diverse datasets and can be verified. Using a "Chain of Thought" framework ensures that the agent follows a standardized, logical path to its conclusion, making its decisions auditable and repeatable.

5 Practical Steps for Moving to AI Execution

1

Map Your "Shadow" Workflows:

Identify tasks that rely on manipulating data in spreadsheets, completing forms or documents, and using email for execution. These manual hand-offs between systems are the most valuable candidates for agentic intervention.

2

Start with High-Volume Verification:

Focus on repetitive validation tasks—like checking safety certifications or tracking shipments—where the rules are clear, but the data is unstructured.

3

Move to "Human-on-the-Loop":

Transition your team from being "doers" to "reviewers." The agent prepares the work to 90% completion, with humans doing the final approval.

4

Standardize the Hand-off:

Require your agents to produce structured outputs, such as JSON or standardized tables. This ensures that the data can flow back into your ERP without manual cleanup.

5

Treat Failures as Fine-Tuning Data:

Every time an agent fails to parse a document, it provides a specific data point to refine the prompt logic or tool permissions in the next version.





Operational Success: Real-World Applications

This shift is already reshaping how global firms manage complex operations.

► Compliance Automation:

A large-scale manufacturer was manually auditing thousands of supplier safety documents, a process that took weeks and was prone to oversight. By implementing a **Document Agent**, they automated the extraction of coverage limits and expiry dates. This reduced the qualification lead time by 70% while ensuring 100% compliance with corporate standards.

► Intelligent Reconciliation:

A logistics provider used an AI agent to cross-reference shipping manifests with physical warehouse receipts. What used to take a dedicated team hours of manual comparison is now handled in seconds, with the AI only flagging discrepancies requiring human intervention.

Scaling with Salesforce's Agentforce Supply Chain

Building an [Agentic Enterprise](#) has moved from a long-term goal to an immediate requirement for operational efficiency. By replacing manual, fragmented tasks with deterministic workflows, companies can finally realize the agility they've been seeking.

Salesforce's Agentforce Supply Chain (ASC) serves as the engine for this transition. It provides an intelligent layer of agency that automates complex document handling, data validation, and multi-step verifications that typically lengthen traditional workflows. By processing and analyzing disparate datasets at scale, ASC does more than just execute tasks—it automates the manual overhead required to bridge functional gaps within business processes, enabling teams to execute more efficiently.

The infrastructure for the Agentic Enterprise is ready. The next step is to stop treating AI as a chatbot and start treating it as a core component of your execution strategy.



About OSF Digital

OSF Digital works with enterprise organizations to design and implement AI execution strategies that are grounded in business outcomes, not technology novelty. Our approach — advisory-led, outcomes-focused, and built on deep Salesforce platform expertise — is designed to help organizations move from experimentation to production without the delays and rework that derail most scaling efforts. We bring the strategic frameworks, the implementation playbooks, and the organizational change experience to make deterministic AI workflows a reality — not a roadmap item.

[Contact OSF](#) to learn about our strategic services and how we can help you turn manual processes into autonomous, deterministic workflows.

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Thank You

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