

Identify Agentic AI Use Cases

This course is designed for leaders and decision makers who are involved in use case selection and agent design and are working to identify agentic AI use cases within their organization. The course begins by framing the unique characteristics and benefits of agentic solutions to establish a common understanding of what agents are and how they differ from other AI. The core content focuses on establishing a solid understanding of the proposed Agentic Transformation Framework (ATF) processes, which include identifying initiatives with high potential for agentic solutions, reimagining processes and systems, identifying, defining, and prioritizing use cases, conducting responsible AI workshops, and doing high-level agent design. Attendees will gain their first hands-on experience with ATF activities and tools to begin the skill development process

**DURATION**

2-3 hours

**LEVEL**

100 - Introductory

**FORMAT**

Instructor-led

**SCALABLE**

1-50, scaled to 1000

What you'll learn

- Frame the unique characteristics and benefits of agentic solutions
- Establish a solid understanding of the proposed processes in the Agentic Transformation Framework
- Explore hands-on experiences with ATF activities and tools
- Identify and encourage value-driving next steps for attendees
- Identify and break down agentic touchpoints within a business process into discrete, buildable use cases.
- Redesign business process maps to integrate agentic capabilities and human-agent collaboration models.
- Prioritize agentic use cases based on business value, organizational impact, and technical feasibility.
- Create high-level agent designs and conduct Responsible AI (RAI) risk assessments to mitigate potential harms.

Overview	4 modules
Who this course is for	• Senior ICs and management involved in use case selection and agent design
Products	• Agent Platform • Agent Studio on Gemini Enterprise Agent Platform
Prerequisites	• General familiarity with Generative AI and Agentic solutions • Strong familiarity with the business domains and processes being addressed

Module 01

Agents in Action

Topics	• Agentic transformation mindset • Key tenets for use case activities • Agentic Transformation Framework
Objectives	• Adopt a specific mindset for agentic transformation • Understand key tenets for use case activities • Use a repeatable process for agentic transformation

Module 02

Mapping the Agentic Transformation Framework

Topics	• The agentic transformation roadmap • Agentic development lifecycle • References
Objectives	• Transform a business with AI agents that can be broken down into clear, manageable areas • Identify the structure of the three interconnected layers of the Agentic Transformation Framework • Understand process and key deliverables for Agentic AI Development Lifecycle

Module 03

The Reimagining Business Processes Phase

Topics	• Inputs • Identify agentic touchpoints
Objectives	• Shift focus from optimizing legacy steps to designing outcome-driven future states • Identify “agentic touchpoints” within a business process • Define the Human-Agent Collaboration model for specific tasks • Redesign a process map with agentic capabilities

Module 04

Use Case Definition and Prioritization

Topics	• Inputs • Agent use cases and prioritization • Responsible AI
Objectives	• Break down high-level “agentic touchpoints” into discrete, buildable use cases • Prioritize these use cases based on value, impact, and feasibility • Create a high-level agent design • Conduct a Responsible AI (RAI) Risk Assessment to identify harms early