

HOW MULTI-AGENT SYSTEMS CAN BE APPLIED TO BUSINESS PROCESSES

Explorative research on defining multi-agent systems and augmenting business processes

Situation

Organizations are adopting generative AI at the workspace and are seeking for ways to embed AI in their own workflow. The proposal drafting process for Request for Proposals (RFPs) is a qualified fit for augmentation as it is a **time-consuming** and requires **multidisciplinary** collaboration, but can bring significant value by winning new business.

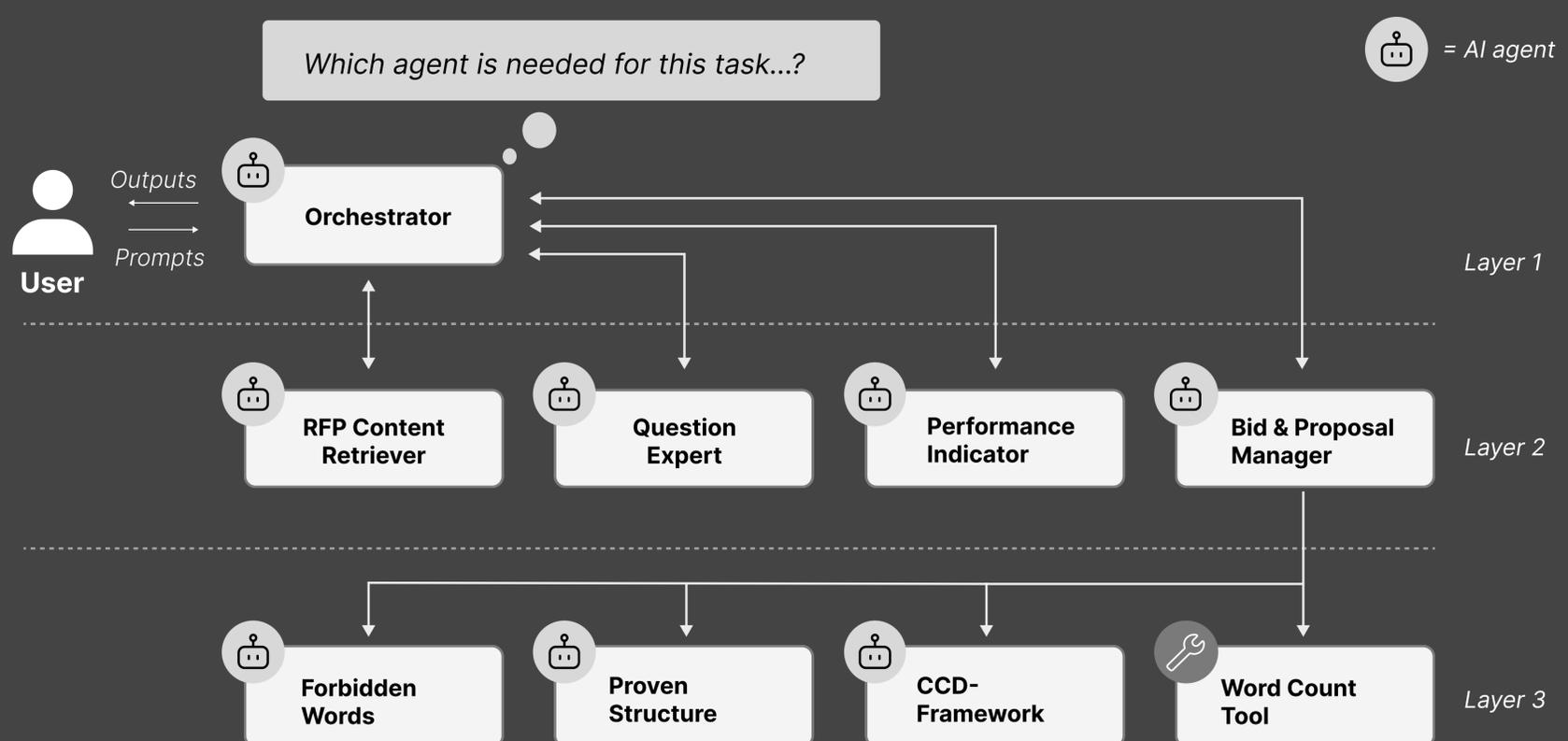
Although literature provides theoretical foundations for agents, there is a **gap in practical applications** and **guidance** on how these systems can be applied to business scenarios.

Research approach

To understand how we can address the RFP process for Schuberg Philis, the research focused on collaborating with stakeholders in multiple ways. The key activities were:

- Interviews
- Training participation and observation
- Collaborative prototyping sessions (7)
- A workshop on human-AI interaction

Multi-agent system proof of concept



Outcomes

The research resulted in a **proof of concept** of a multi-agent system with the specific aim to augment proposal drafting. The user can interact with an orchestrator agent that decides what specialized agent can provide the best output for the users request. Next to this, the study presents a set of **practical guidelines** that provide actionable steps to create agentic systems for other business processes. These guidelines aim to include users and stakeholders throughout the process to ensure alignment with actual needs. Furthermore, the research presents recommendations on human-AI interaction patterns to ensure trust in the system.

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Exploring Multi-Agent Systems for
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Integrated Product Design

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