SkySync

TEMPLATE · FILL IN BEFORE ANY AGENT GOES LIVE

Agent Job Description

One page. Write it before the agent ships, not after something goes wrong. Treat it like the job description you'd write for a new hire.

ROLE

Agent name / the one workflow it owns

OWNS

DOES NOT OWN

THE ONE METRIC

Metric it's judged on

Target

Review cadence, default weekly

ESCALATION RULE

Trigger	Who's pinged	Response SLA

NEVER ALONE: ACTIONS THE AGENT MUST ALWAYS HAND TO A HUMAN

DATA IT MAY TOUCH

DATA IT MUST NEVER TOUCH

WEEKLY CHECK-IN, 15 MINUTES

- ? Did it do the job?
- ? What did it get wrong in front of a customer?
- ? Re-scope or continue?