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C3 AI Agentic Process Automation

Automate Complexity, Accelerate Outcomes

C3 AI Agentic Process Automation brings intelligent, goal-driven automation to enterprise operations. C3 AI Agentic Process Automation goes beyond rules-based automation to dynamically orchestrate complex processes with minimal human intervention. With natural language configuration, contextual decision-making, and scalable execution, C3 AI Agentic Process Automation empowers every team to go from insight to impact—faster.

Intelligent Automation Beyond Rules

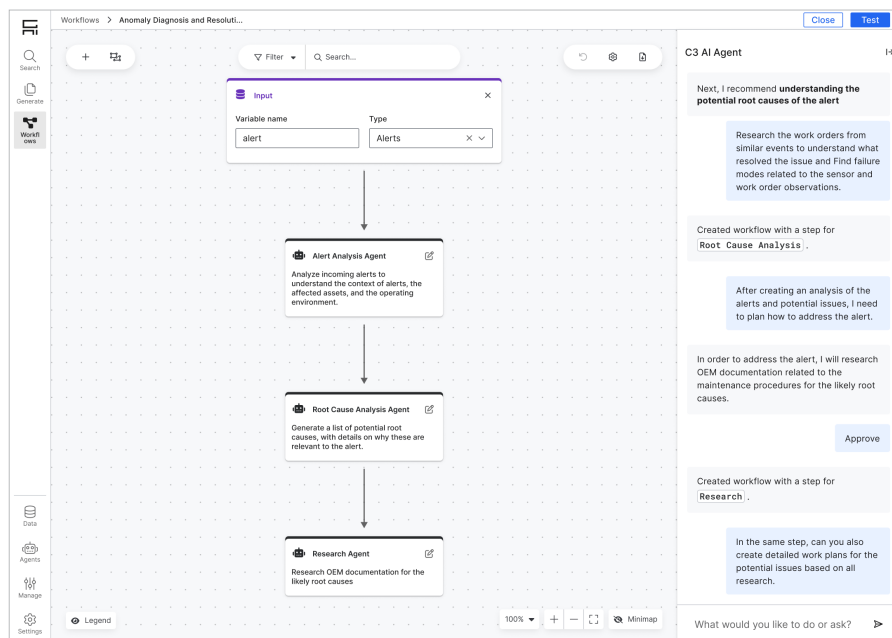### Natural Language to Workflow—Fast

Enterprise-Grade Orchestration

Transparent, Trustworthy Execution

Traditional automation systems rely heavily on static rules and predefined paths, that break down in dynamic or complex environments. It is also challenging to build and modify workflows that often requires specialized technical skills and long development cycles. Lastly, enterprises struggle with visibility into automated decisions, raising concerns around compliance, auditability, and trust. C3 AI Agentic Process Automation will both replace all tasks that were previously performed by Robotic Process Automation (RPA) systems, and also workflows within many enterprise applications.

Figure 1. C3 AI Agentic Process Automation enables you to automate complex processes using natural language.

Product Features

- **Workflow creation through natural language:** Business owners can articulate requirements directly in natural language. A specialized process extraction agent iteratively engages to translate natural language into structured, intelligent workflows that addresses their use case. This enables companies to quickly turn their business knowledge into automated processes.

- **Pre-built workflow templates:** C3 AI Agentic Process Automation provides pre-built templates for common workflow steps and industry-specific workflow templates to accelerate development.

- **Transparency:** Dive into the details of each workflow run to review or refine workflows. Each run provides a detailed UI with input, outputs, and reasoning at each step of the workflow.

C3 AI Agentic Process Automation provides intelligent, reliable automation for enterprise processes with minimal human intervention. C3 AI Agentic Process Automation combines the reasoning power of AI agents together with the reliability of rules to deliver workflows that are efficient, reliable, and repeatable. Enterprises can use natural language to explain their business process and C3 AI Agentic Process Automation builds the workflow. As it runs, it reasons across your relevant data and systems. C3 AI Agentic Process Automation offers transparent execution with contextual decision-making, making it easier to understand, validate, and trust automated actions.

Workflows such as analyzing and processing a trouble ticket; or responding to a customer's high-bill enquiry – that may involve some required steps (e.g., checking the customer's membership status, outcomes of any prior investigations, the nature of the high bill) can be performed in an approved sequence for standard work; while also retaining the human-style reasoning that AI Agents can provide in individual steps.

Product Features (cont.)

- **Optional Human-in-the-loop review:** Balance automation with control by defining conditions for human review. Filter to find which workflows need review, understand the workflow outputs, and provide guidance or corrections before resuming.

- **Scalable, reliable execution:** Automated workflow runs execute on task nodes with horizontal scaling on the C3 Agentic AI Platform to scale to each company's needs.

- **Schedule and Event-Based Triggers:** Automate workflows to run when specific events occur (e.g., a new alert creation) or have workflows run on a fixed schedule (e.g., daily, weekly, hourly) on demand

Key Characteristics

- **Intelligent automation (beyond rules):** C3 AI Agentic Process Automation accomplishes more than rules-based automation with intelligent steps to: critique outputs to iteratively improve, retry steps to resolve issues, and dynamic orchestration to pick the best next step.

- **Goal-driven:** Each agent workflow is given a defined objective, constraints, and steps to follow and uses known data, tools, and business knowledge to achieve the objective.

- **Interoperability:** C3 AI Agentic Process Automation builds on top of existing enterprise assets: data, agents, and connected system, and orchestrates across these during execution.

- **Context-awareness:** Workflows adapt based on changing environments or inputs.

- **Scalability:** Workflows can grow in complexity by adding more agents or tasks.

Fast, Proven Results in Initial Production Deployment
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