



Korcomptenz

Total Technology Transformation

Meet Your Agentic Super Squad for an Autonomous Enterprise.

Microsoft Dynamics 365 native agents and Korcomptenz custom agents as a coordinated execution model built around real business problems

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Microsoft
Dynamics 365
native agents



Korcomptenz
custom-built agents

What do Agents do?



reduce cycle
time



improve decision
accuracy



strengthen
control



eliminate the
handoff failures

The execution gap:

Delayed by Manual Steps

Your organization already has the signals. CRM flags high-intent leads. ERP surfaces reconciliation exceptions. Supply chain systems detect demand shifts.

The data is there. The alert fires. **But action still stalls.**

The gap is not visibility — it is execution. When the next step depends on a person to interpret, route, approve, or coordinate, cycle time stretches, margins erode, and opportunities slip away. Across hundreds of workflows, these small delays compound into significant business underperformance.

At Korcomptenz, We define the business problem, then apply Agentic AI to improve execution in the flow of work. The objective is not more AI activity, but measurable business outcomes.



Executive lens

The value of Agentic AI is not in spotting the issue. It is in helping the business resolve it faster and more effectively.

The shift:

From Assistance to a Coordinated Superteam

The leadership question is no longer: “How much faster can people work?” It is: “How many workflow steps can the business execute without human intervention — and what does that free people to do instead?”

Copilots help individuals work faster by drafting, summarizing, and retrieving information. But their value scales with headcount.

Agents shift the model. **They take action, apply policy, coordinate across systems, and resolve tasks within guardrails.**

The result: AI moves from personal assistance to autonomous execution — scaling with workflows, not users.

Korcomptenz positions Agentic AI along a clear value progression:

ASSIST

AUTOMATE

EXTEND

ORCHESTRATE

OPERATE

The value scales with the number of execution steps it owns, not the number of users it serves.



Microsoft's native superteam:

Out-of-the-box Dynamics 365 agents

Microsoft's native Dynamics 365 agents deploy faster, fit more naturally inside the platform, and create visible value in standard processes. Their advantage is intelligence plus speed to value. However, their limit is workflow reach.

To make that value clearer, each native agent should be tied to:

- **the business problem** it addresses
- **the role** it plays
- **the measurable outcome** leaders should expect

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To make that value clearer, each native agent should be tied to:

Sales Qualification Agent

Prioritizes leads by fit and intent so sellers can focus on higher-value opportunities.

Supplier Communications Agent

Monitors supplier performance and flags potential disruptions to support faster procurement response.

Customer Intent Agent

Identifies customer intent across channels to improve routing and speed resolution.

Customer Knowledge Management Agent

Flags outdated or missing knowledge to improve service accuracy and reduce manual upkeep.

Order Intake Agent

Automates order capture and validation to improve accuracy and speed processing.

Financial Reconciliation Agent

Reduces manual reconciliation work to improve accuracy and accelerate close.

Account Reconciliation Agent

Matches transactions across ledgers to improve visibility and reduce reconciliation effort.

Time and Expense Agent

Automates time and expense workflows to improve billing accuracy and cost control.

Client Onboarding Agent

Coordinates onboarding activities to reduce delays and improve delivery readiness.

Profit Protection Agent

Detects anomalies and profit leakage to strengthen loss prevention and protect margin.

Why these agents matter

Because they live inside the Microsoft ecosystem, they deploy faster, integrate more naturally, and start close to the work. Their limit is rarely intelligence. Their limit is workflow reach.

Korcomptenz's specialist squad

Custom-built Agents for the Last Mile

Standard functionality works well when processes follow predictable paths. Real business does not.

It does not always know how to handle the exception that arrives at 11 PM, the margin decision that crosses four departments, the deal that is quietly slipping, or the warehouse reality no software vendor could have anticipated.

That is where Korcomptenz custom autonomous agents operate.

These are purpose-built execution systems designed around the business logic, thresholds, exceptions, compliance requirements, and operating conditions that define how your business actually runs.

Agents built around the functions that run your business

Warehouse & Fulfillment

1. Voice-Native Warehouse Execution Agent

Supply Chain, Planning & Manufacturing

2. Smart Inventory Risk & Opportunity Agent
3. Demand Signal Agent
4. Production Risk Agent

Finance

5. AP Invoice Exception Agent
6. Collections Agent

Sales & Commercial Operations

7. Opportunity Risk Agent
8. Margin Intelligence Agent
9. Sales Order Risk Agent

Customer Service

10. Customer Service Triage Agent

Executive Intelligence

11. Executive Briefing Agent

Your business has its own last mile. Your agents should too.

Korcomptenz can design specialist agents around the workflows, decisions, exceptions, and operating realities that standard software cannot fully address.

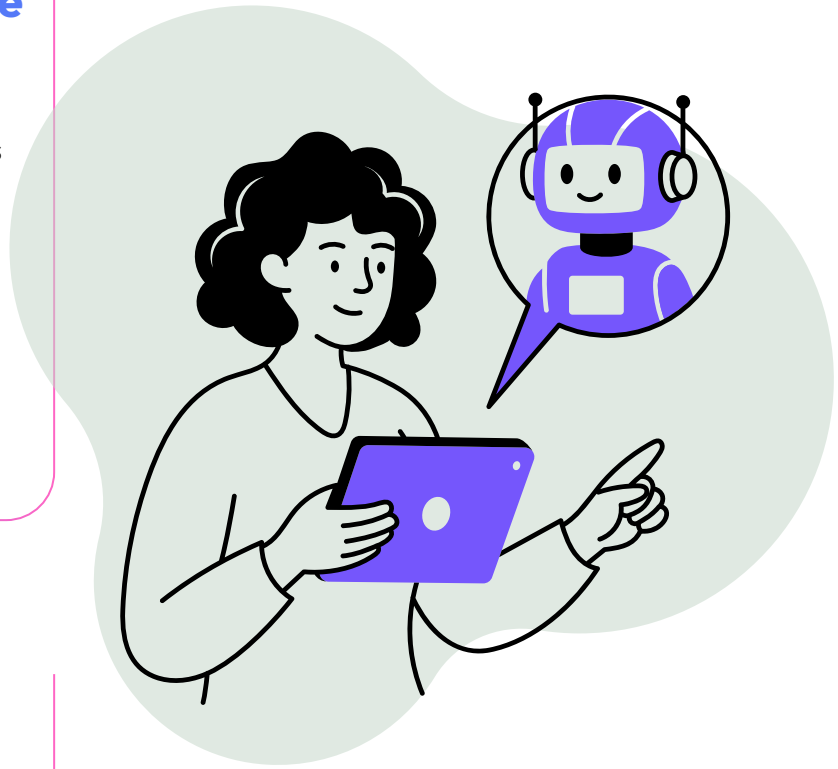
1. Voice-Native Warehouse Execution Agent

Warehouse execution slows when workers rely on screens, manual updates, and device-heavy processes—especially in cold-chain operations.

The agent uses voice to guide Dynamics 365 tasks, capture confirmations, update transactions in real time, and surface exceptions instantly.

Business outcome

- 10–20% productivity improvement
- 15–25% error reduction
- 30–50% faster worker ramp-up
- 5–10% improvement in inventory accuracy
- Stronger compliance in temperature-sensitive operations



3. Demand Signal Agent

Planning cycles often lag real-time demand shifts, leading to outdated replenishment and procurement decisions.

The agent monitors order patterns and sales velocity to detect demand changes early and recommend replenishment updates, stock transfers, or order adjustments.

Business outcome

- Improves SKU-level forecast accuracy by 5–10%,
- reduces emergency procurement by 10–20%,
- lowers stockout risk during demand spikes by 5–15%, and
- enables faster decisions based on current demand signals.

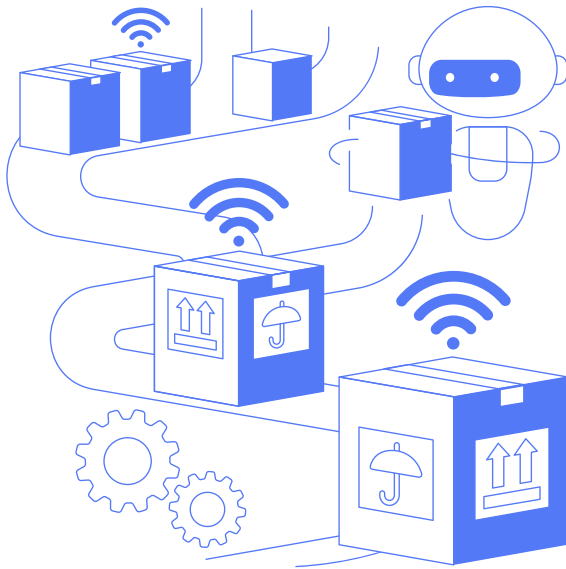
2. Smart Inventory Risk & Opportunity Agent

Inventory risk is often identified too late to prevent write-offs, excess stock, or missed optimization opportunities.

The agent monitors sales trends, inventory positions, and purchase orders to detect SKU-level risk early and recommend actions such as PO changes, markdowns, or substitutions.

Business outcome

- Reduces inventory write-offs by 10–20%,
- improves working-capital efficiency by 3–7%,
- lowers stockout exposure by 5–10%, and
- enables faster, more effective substitution decisions.



4. Production Risk Agent

Production risks are often identified too late to prevent downtime, schedule slippage, or order delays.

The agent continuously monitors production conditions and recommends early actions such as order resequencing, resource reallocation, or schedule adjustments.

Business outcome

- Reduces unplanned downtime by 10–20%,
- improves schedule adherence by 5–15%,
- lowers late-order risk by 10–15%, and
- enables earlier intervention before disruptions affect cost and output.

5. Margin Intelligence Agent

Margin leakage from discounts, promotions, and cost changes is often identified too late to protect profitability.

The agent continuously monitors pricing, discounting, promotion performance, and cost movements to detect margin shifts early, identify the driver, and recommend corrective action.

Business outcome

- Improves margin visibility in near real time,
- reduces leakage by 1–3 margin points,
- improves promotion effectiveness by 5–10%, and
- enables faster pricing and discount decisions.

6. AP Invoice Exception Agent

Invoice exceptions slow AP teams when price mismatches, quantity differences, missing receipts, or duplicate invoices require manual investigation.

The agent automatically compares invoices with purchase orders and receipts, identifies the exact exception, and prepares the appropriate supplier or internal communication for review and action.

Business outcome

- 90%+ of invoices processed straight-through
- Up to 70% faster exception resolution
- Less manual investigation and rework
- Complete audit trail for automated decisions

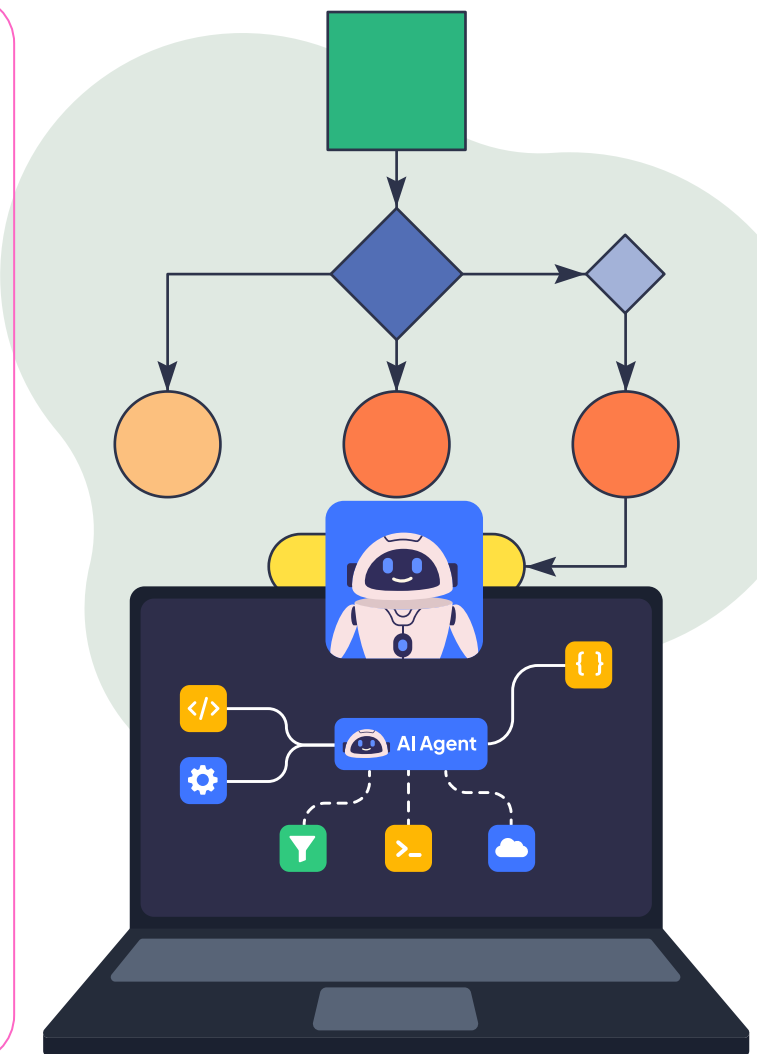
7. Collections Agent

Collections teams often prioritize overdue accounts by age or value rather than likelihood of payment, wasting time on low-recovery accounts while more actionable receivables remain untouched.

The agent scores overdue accounts based on risk and recoverability, prioritizes where collectors should focus, flags accounts requiring escalation, and drafts personalized payment reminders.

Business outcome

- Up to 40% increase in weekly cash recovered
- Up to 10% improvement in DSO
- Earlier identification of low-recoverability accounts
- More productive use of collections teams



8. Opportunity Risk Agent

Sales opportunities often begin slipping before pipeline reports reveal a problem, as customer engagement falls, meetings are postponed, or key contacts stop responding.

The agent continuously monitors engagement across open opportunities, detects early signs of deal risk, explains why the opportunity is slipping, and prepares re-engagement emails or recommended next steps for the sales team.

Business outcome

- Nearly 2x higher win rate on flagged opportunities receiving intervention
- Deal risk surfaced weeks earlier than standard pipeline reporting
- Faster intervention on at-risk opportunities
- Improved confidence in pipeline and forecast decisions

9. Customer Service Triage Agent

Critical customer issues can remain buried in first-come-first-served queues while service teams spend time manually reading, prioritizing, and responding to every case.

The agent reads incoming cases, evaluates urgency and customer sentiment, prioritizes critical or safety-related issues, escalates when needed, and drafts a context-appropriate response for the service representative.

Business outcome

- Up to 80% faster first-response time
- Up to 10% higher customer sentiment scores
- Automatic escalation of safety- and liability-critical cases
- Faster, more consistent customer responses

10. Sales Order Risk Agent

Sales orders can lose margin after booking because of freight changes, stacked discounts, payment-term conflicts, credit exposure, or other costs that are discovered only after the order ships.

The agent continuously compares actual order margin with the original quote, identifies what is driving margin erosion, and recommends corrective actions while there is still time to protect profitability or reduce delivery risk.

Business outcome

- Up to 25% fewer delivery delays
- Up to 40% of at-risk margin recovered before becoming permanent loss
- Credit exposure identified before order approval
- Earlier intervention on margin and order risk

11. Executive Briefing Agent

Executives often have plenty of data but no single view of what matters across finance, sales, operations, inventory, and customer service.

The agent brings together findings from the other Altiaris agents and converts them into a concise executive briefing covering what happened, why it matters, and where action is needed. It also provides a continuously updated view of business health across functions.

Business outcome

- Up to 99% faster time-to-insight
- Cross-functional business health visible in one continuously updated view
- Less manual compilation of executive reports
- Faster leadership decisions based on current business signals

Why Korcomptenz:

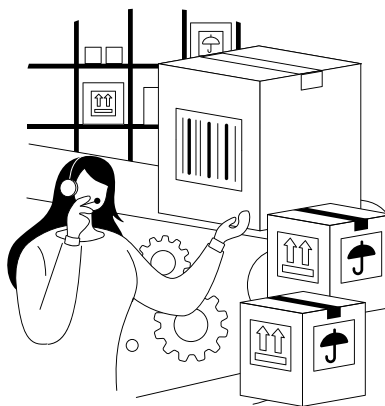
Microsoft Foundation, Last-Mile Differentiation

Microsoft provides a strong native agentic foundation. It is genuinely valuable — and Korcomptenz implementations start there. But the organizations that will outperform are not those with the most agents. They are the organizations that deploy agents in the right sequence, connected to the right business problems, and designed to keep execution moving where standard workflows stop.

Korcomptenz brings three things that matter in that context:

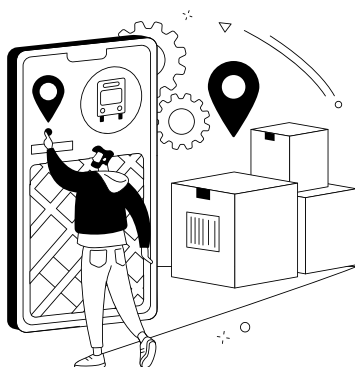
1 Business-first design

We define the broken handoff and the business outcome before we design the agent. The agent is the solution, not the starting point.



2 Coordinated system design

Native and custom agents are designed to work together — as an execution system, not a portfolio of disconnected pilots.



3 Operating-reality fluency

Our agents are built to handle the exceptions, cross-functional dependencies, and industry-specific logic that standard platforms do not model.



The Korcomptenz approach:

Build the Superteam, Not a Stack of Disconnected Heroes

The strongest agentic strategies follow a sequence. Each stage compounds the next.



Assist — Copilot cuts friction in searching, drafting, and navigating work.

Automate — native Dynamics 365 agents strip out repetitive steps in standard processes.

Extend — Korcomptenz adds your approval logic, KPI triggers, operating nuance, and exception handling.

Orchestrate — multiple agents coordinate across steps, systems, and owners instead of working alone.

Operate — routine decisions run under governance while people focus on judgment, relationships, and escalation.

Korcomptenz point of view

A portfolio of disconnected agents is still a disconnected workflow. Value appears when native and custom agents behave like a coordinated superteam with clearly designed exchanges.

Design Your Own Agentic Super-Squad

You do not need to start from scratch. Microsoft already gives you strong native agents inside Dynamics 365. The more important strategic question is what happens next:

Start with the workflows where native agents can prove value fast. Then identify the handoff zones where standard logic stops short of execution. **Deploy custom autonomous agents where continuity, compliance, margin protection, or operating nuance decide the business result.**

Do not measure success by how many agents go live. Measure success by how many broken exchanges disappear.

Final challenge

Do not ask how many agents you can deploy. Ask how many stalled handoffs you can eliminate — and what that is worth to the business.



Book a 60-Minute Autonomous ERP Readiness Assessment

Identify where native Dynamics 365 agents can create immediate value, where custom agents are required, and which broken handoffs matter most to your business outcomes. Walk away with a clearer view of where to start, what to prioritize, and how to design an agentic model tied to cycle time, control, and measurable operational value.



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Thank you for reading

Meet Your Agentic Super Squad for an Autonomous Enterprise.

Dynamics 365 agents launch the mission. Korcomptenz custom agents make sure it lands.

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