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AI Agents: Labor Augmentation & Automation

A Literature Review

David Spencer

FamilySearch International

February 2025

Overview

1. Technical Foundations
2. AI Assistants & Research Tools
3. Enterprise Software Analysis
4. Venture Capital Perspectives
5. Implementation Recommendations

Technical vs Marketing Definition

- **Technical Definition**

- Autonomous decision-making
- Tool-calling capabilities
- Planning and decomposition
- Memory and state management

- **Marketing Definition**

- Broader scope of AI-powered software
- Focus on business value proposition
- Often includes simpler automation systems

AI Assistants & Research Tools

Key Capabilities

- Natural Language Processing
- Autonomous Decision-Making
- Literature Discovery
- Data Synthesis

Applications

- Academic Research
- Knowledge Work
- Enterprise Productivity
- Data Analysis

Enterprise Software Landscape

Major Players

- Salesforce AgentForce
- Microsoft Copilot
- ServiceNow AI Agents
- Google DeepMind
- Amazon Enterprise AI

Common Features

- Human-AI Collaboration
- Workflow Automation
- Domain Specialization

Venture Capital Insights

Key Players

- Andreessen Horowitz (a16z)
- Y Combinator
- NFX
- Insight Partners

Market Trends

- Vertical AI Agents
- B2B SaaS Evolution
- Labor Market Impact
- Implementation Strategies

Implementation Framework

Scaffold; then Crawl, Walk, Run

1. Start with simple tasks
2. Build proper infrastructure
3. Gradually increase complexity
4. Scale with growing capabilities

Recommendations

Labor Augmentation

- Focus on proven capabilities
- Clear human-AI collaboration
- Regular performance monitoring
- Capability evolution tracking

Autonomous Alternatives

- Task-specific implementation
- Strong oversight mechanisms
- Clear success metrics
- Continuous evaluation

Key Findings

1. AI agents represent significant shift in automation
2. Success requires balanced human-AI collaboration
3. Implementation should be gradual and measured
4. Market rapidly evolving with new solutions
5. Focus on vertical-specific applications

Questions?

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References available in full paper