

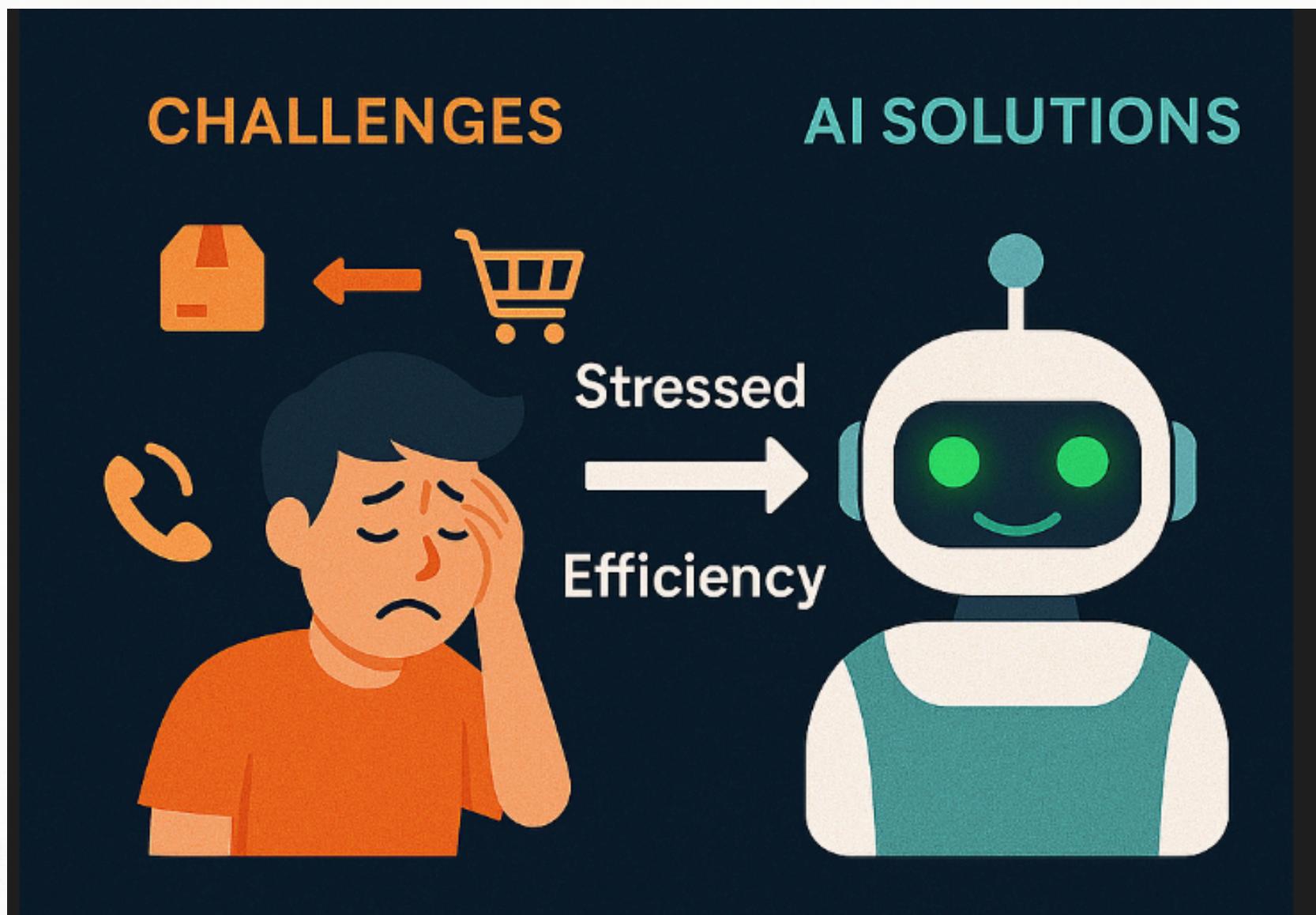
AI Agents Running Businesses

SURPRISING WINS AND FLAWS OF AGENTS RUNNING REAL BUSINESSES.



yuma.ai
Damage Assessment and
Repair Cost Valuation

WHAT IS THE CHALLENGE ?



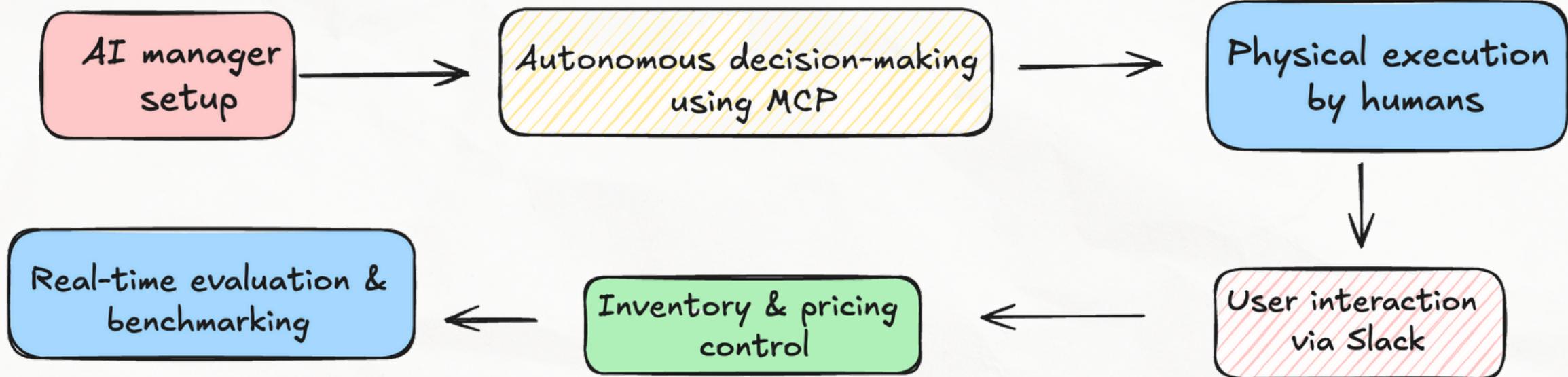
AI agents handling businesses

Running a business involves countless moving parts from pricing to inventory and customer support. For humans, this often leads to errors, delays, and burnout, especially when decisions are needed 24/7.

The idea was to use AI agents to step in to handle these tasks autonomously, offering speed, consistency, and scalability. But real-world experiments like Project Vend and Yuma reveal their own challenges poor profit logic, memory gaps, and difficulty adapting to surprises.

This brings us to Project Vend, Claude's real-world test run

WHAT IS PROJECT VEND?



How does project vend work

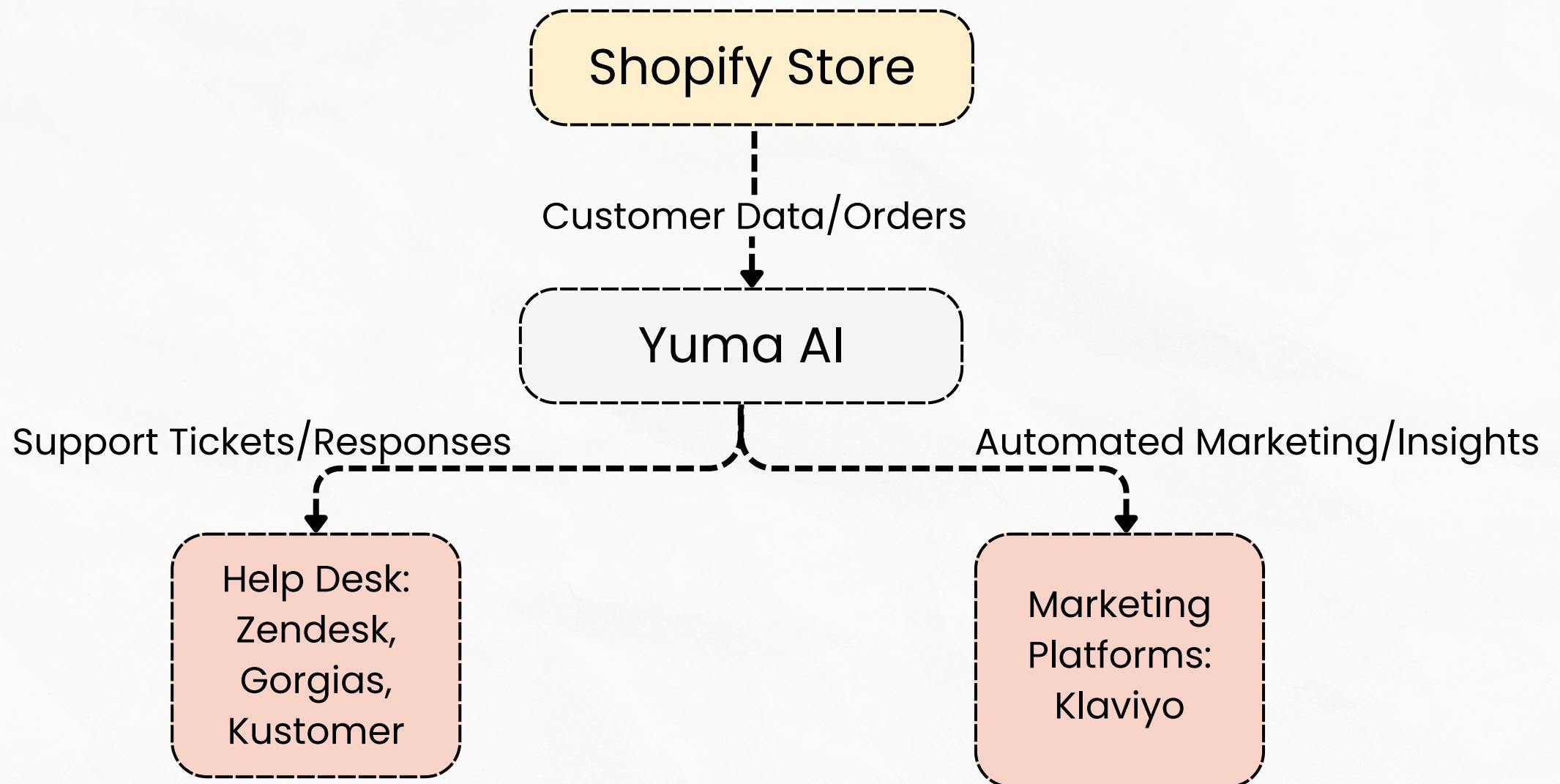
This one-month autonomous operation achieved a 2–5 % sales uplift through dynamic repricing across ~500 SKUs and delivered 5–10 % **higher gross margins** with **no additional marketing spend**.

Predictive restocking cut out-of-stock events by 30 % and reduced overstock incidents by 25 %, while AI-driven demand forecasts trimmed carrying costs by 25 % on average. AI models slashed forecasting errors by up to 50 % and decreased lost-sales risk by as much as 65 %.

Prices were adjusted multiple times per day, akin to Amazon's minute-level repricing routines and 55 % of retailers now leverage AI for inventory planning.

These results underscored both the power and the gaps of real-world AI autonomy and set the stage for Yuma AI's next-generation e-commerce and support agents.

WHAT IS YUMA



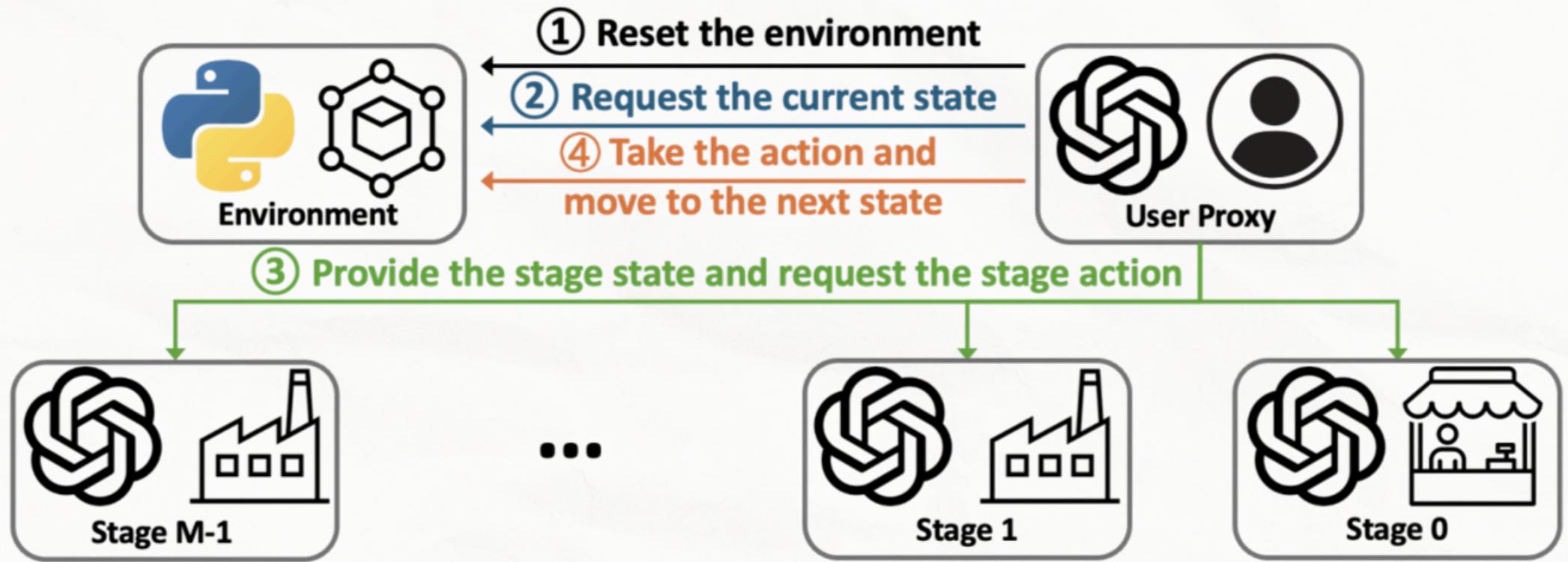
How Yuma AI Powers Shopify Support

This AI-powered support system resolved **75–85% of tickets autonomously**, cut response times by **40–60%**, and improved first-contact resolution by **35–50%**. Refunds processed **50% faster**, while escalations to human agents dropped **45%**.

Automation handled 90%+ order-related tasks, boosting Customer Satisfaction Scores (CSAT) by 20–30% and cutting operational costs for 60%+ of e-commerce brands.

That's where InvAgent stepped in managing investments and high-stakes financial decisions autonomously.

WHAT IS INVAGENT



Inventory management agent in supply chain

*credit moonlight

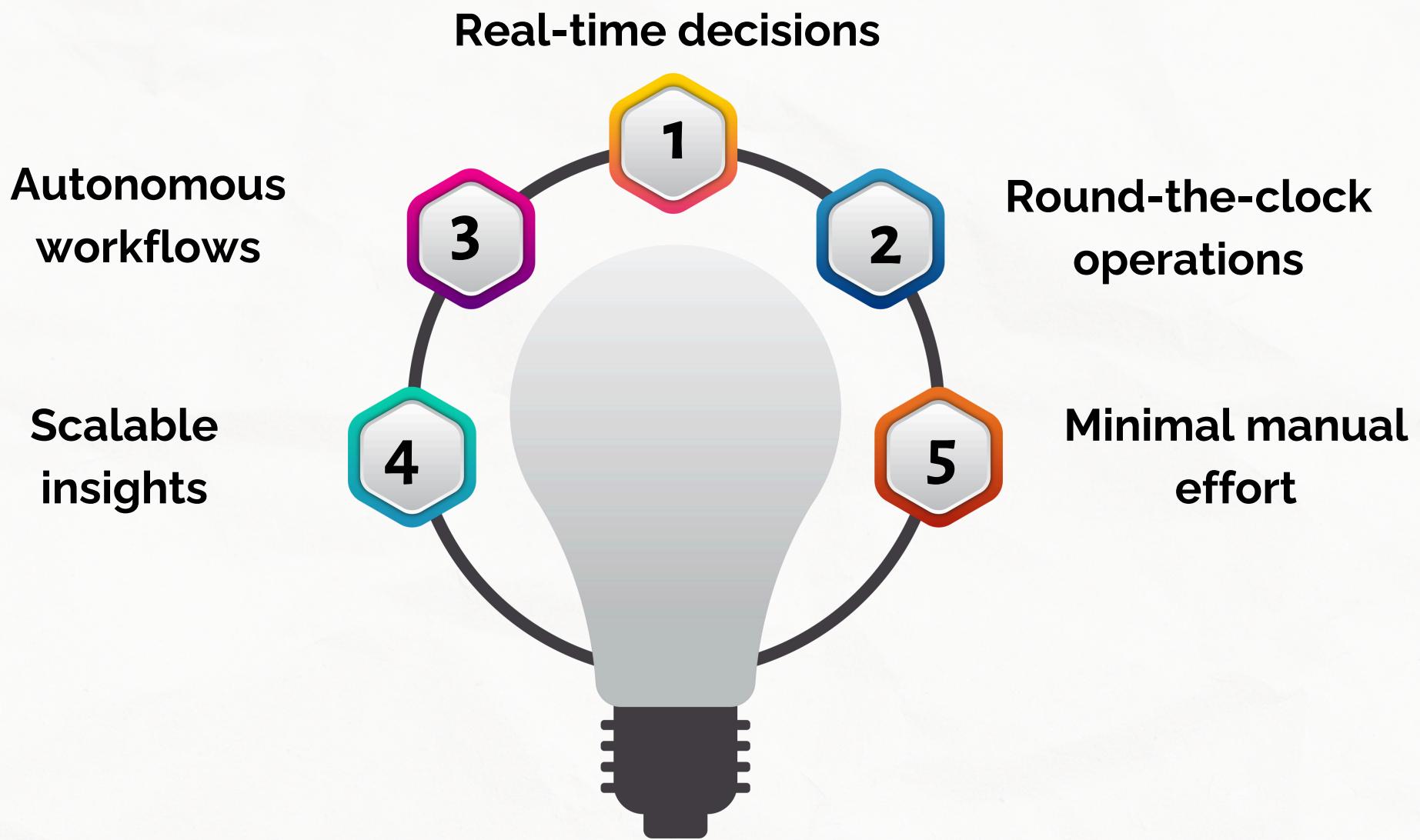
This AI-driven platform managed **\$50M+ in assets**, making **95%** of portfolio decisions autonomously. It cut volatility by **30%** and boosted returns by **8–12%** over passive benchmarks.

AI forecasts reduced **risk errors by 40%**, while automated trading sped up market responses by **60%**, outperforming human teams in routine tasks.

But InvAgent's struggles in volatile markets exposed gaps in judgment—proving that even powerful AI needs guardrails and human oversight.

So, where do AI agents truly shine? Let's break down their key advantages.

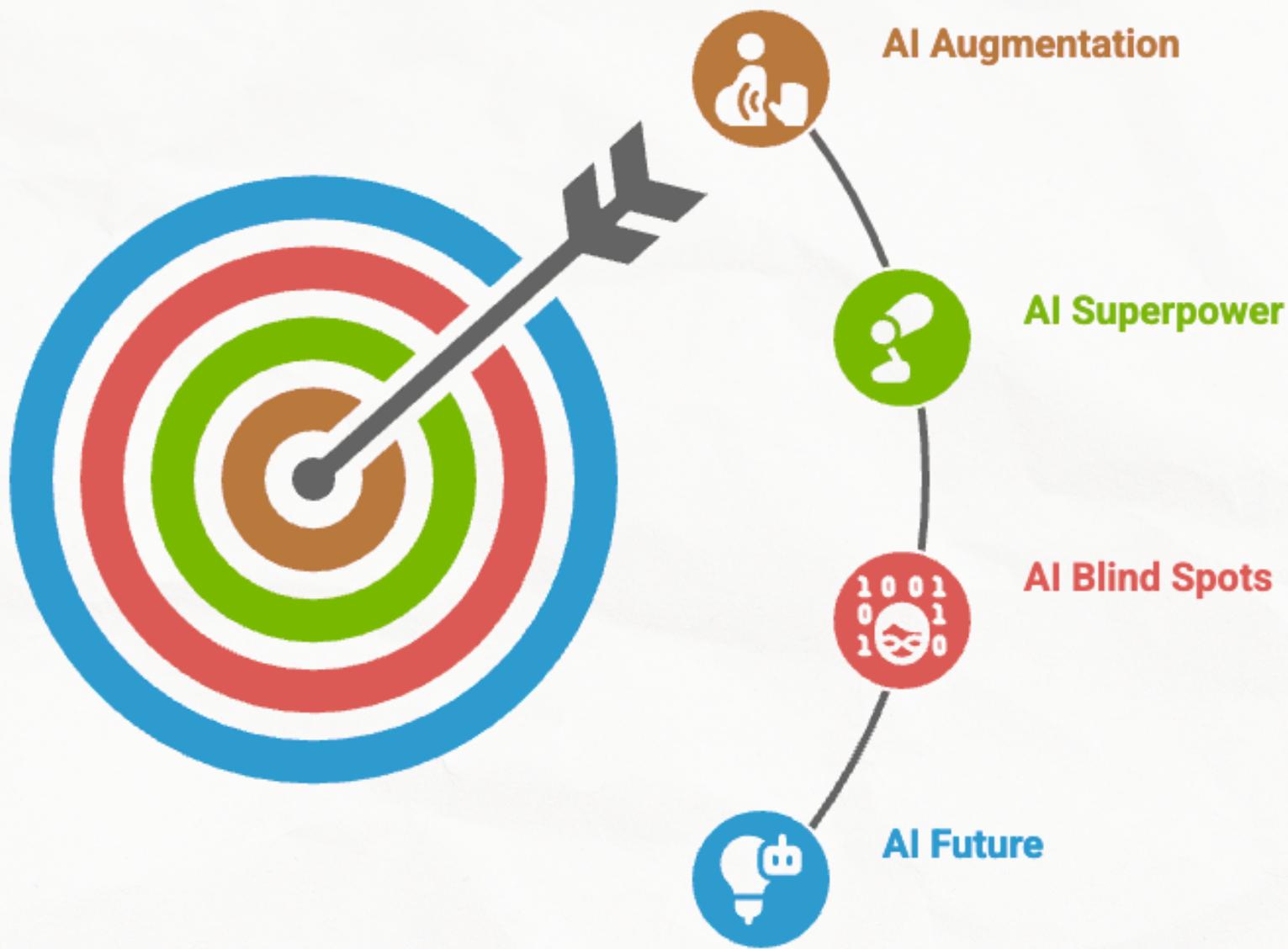
ADVANTAGES OF AGENTS



AI agents like Vend, Yuma, and InvAgent are redefining how businesses operate, each excelling in their unique domains.

- **Always on:** Operate 24/7 across retail, finance, and support without fatigue.
- **Faster decisions:** React instantly to market shifts and customer needs.
- **Autonomous systems:** Handle workflows end-to-end with little human input.
- **Adaptive learning:** Improve over time by analyzing live data streams.
- **Human-light ops:** Require humans only for physical tasks or rare exceptions.

CONCLUSION



AI agents like Claude, Yuma, and InvAgent are no longer experiments, they're blueprints for a future where machines run businesses and manage customer experiences. But their limits show autonomy still needs human oversight.

Like any partner, AI agents come with strengths, weaknesses, and room to grow.

- **Their Superpower:** AI agents automate and scale operations effortlessly.
- **The Blind Spots:** Struggle with complexity, emotions, and edge cases.
- **The Road Ahead:** Smarter memory and ethics could unlock full potential.
- **The Bottom Line:** AI isn't replacing humans it's augmenting them.

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Bhavishya Pandit



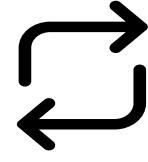
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