

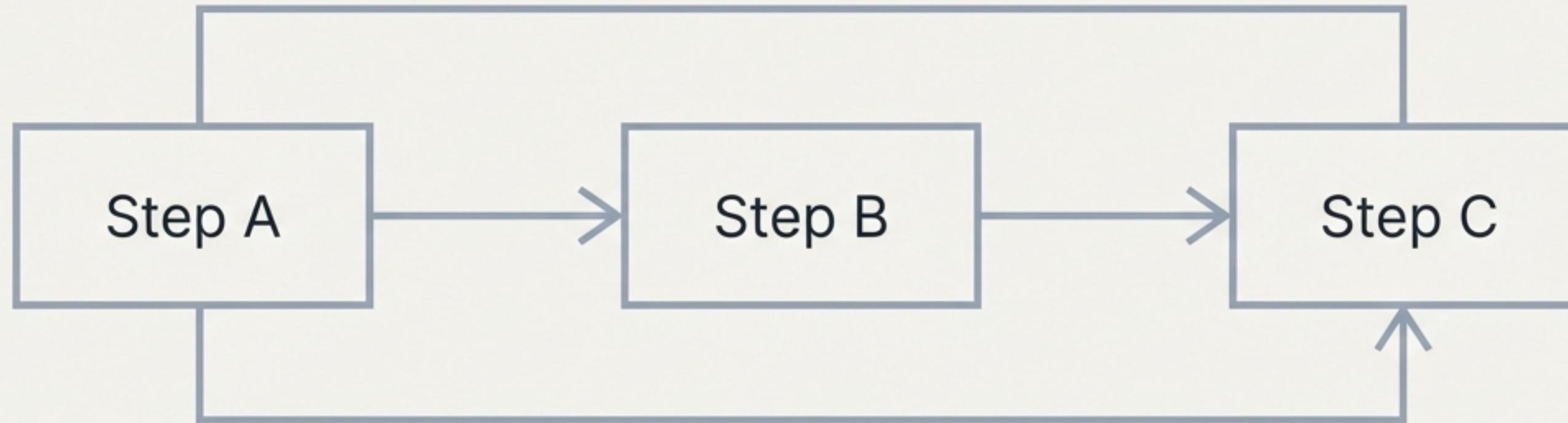
Product Radio



Transmission 1: From Workflows to Agents

An Introduction to Agentic AI for Product Builders

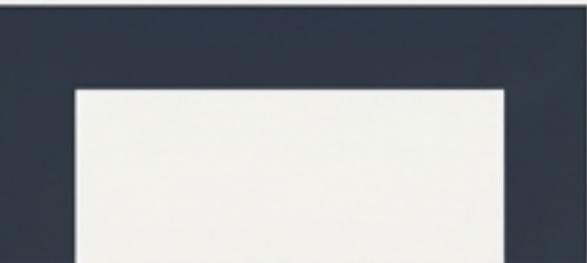
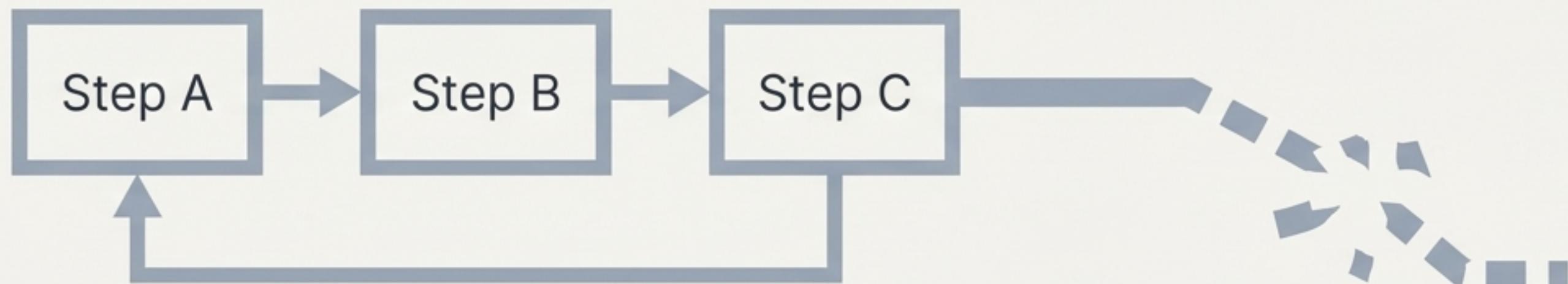
We design products for a world of predictable, repeatable steps.



In product management, we often design workflows that are predictable, repeatable, and efficient. They are reliable but fundamentally limited.

But what happens when the path isn't known in advance?

What if the problem isn't fully known—or the environment changes midstream? Rigid, predetermined steps fail when faced with uncertainty.



Agentic AI workflows step in when the path is the goal.

Agentic workflows are adaptive processes powered by large language models (LLMs) that thrive in dynamic environments.



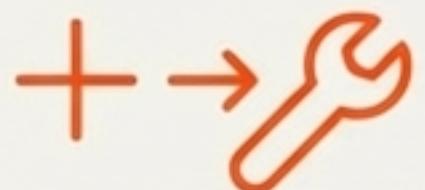
What makes a workflow truly Agentic?



Revise: They can revise their thinking and research dynamically.



Decide: They can make autonomous decisions with varying degrees of freedom.



Create: They can create or adapt tools on the fly to solve novel problems.

Think of it as the difference between a scripted chatbot and an agent who can improvise, learn, and act.

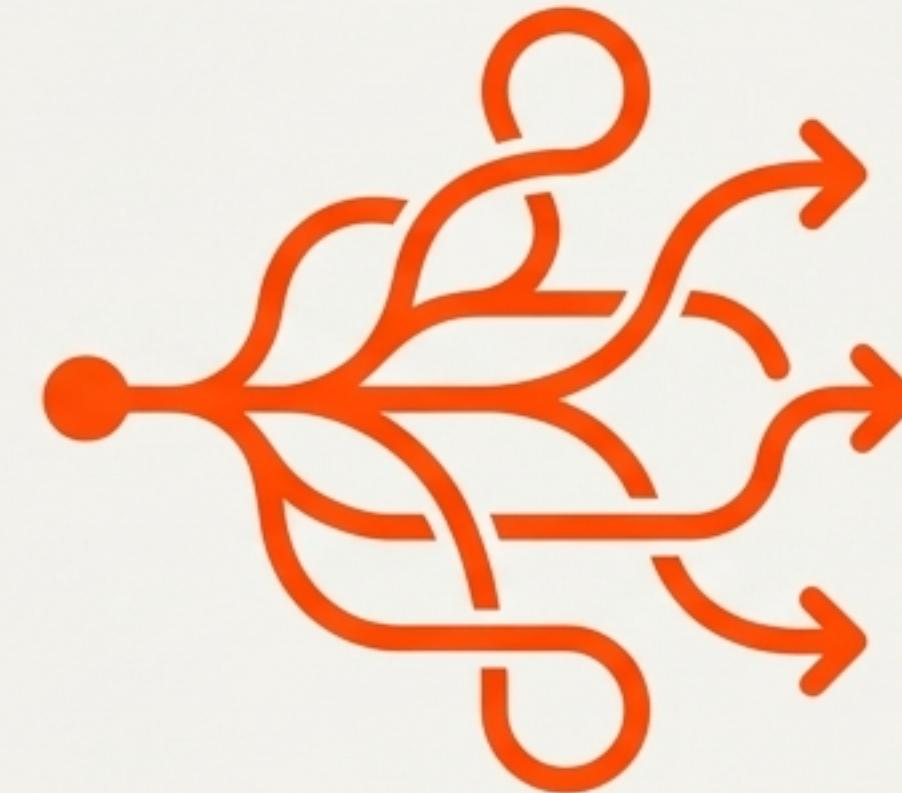
The Agentic Difference: A Customer Support Example

Scripted Workflow



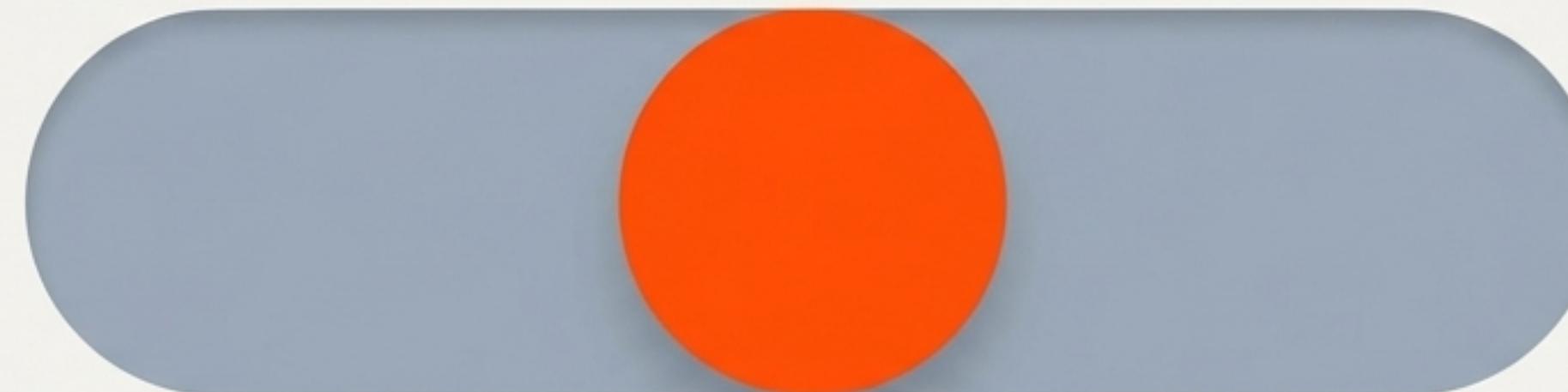
Answers frequently asked questions using a fixed script. It can only handle known issues.

Agentic Workflow



Researches new issues, revises responses, escalates intelligently, and even creates new tools to handle emerging needs.

Autonomy is a spectrum, not a switch.



For product leaders, the key isn't choosing "full autonomy" immediately. It's about designing the *right level of autonomy* for the problem at hand.

Designing on the Degrees of Autonomy

Less Autonomous

Hard-coded tools,
fixed steps.

Semi-Autonomous

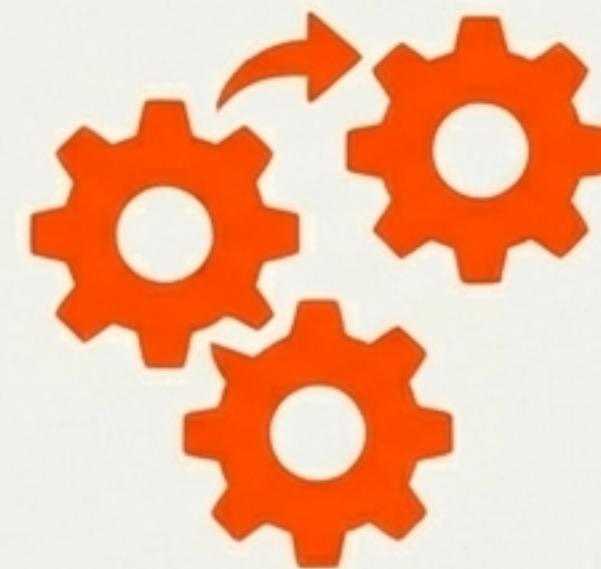
Some decision-making,
predefined tool use.

Highly Autonomous

Generates new tools,
adapts in real time.

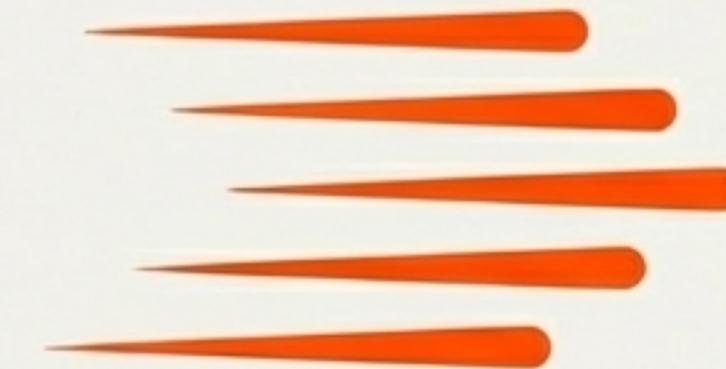


Why Agentic Workflows Matter for Your Product



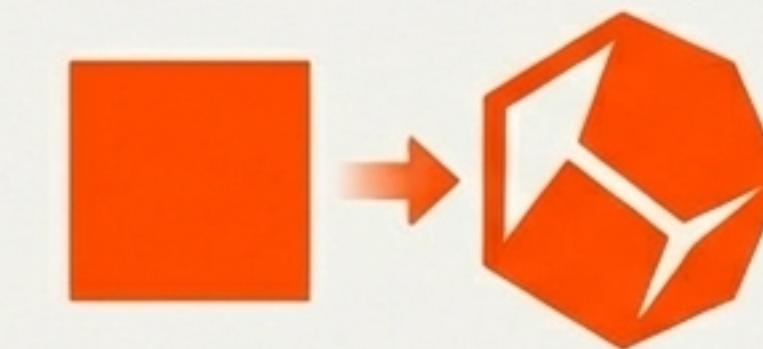
Performance Boost

Modular design means tools and models can be swapped or upgraded easily.



Speed Advantage

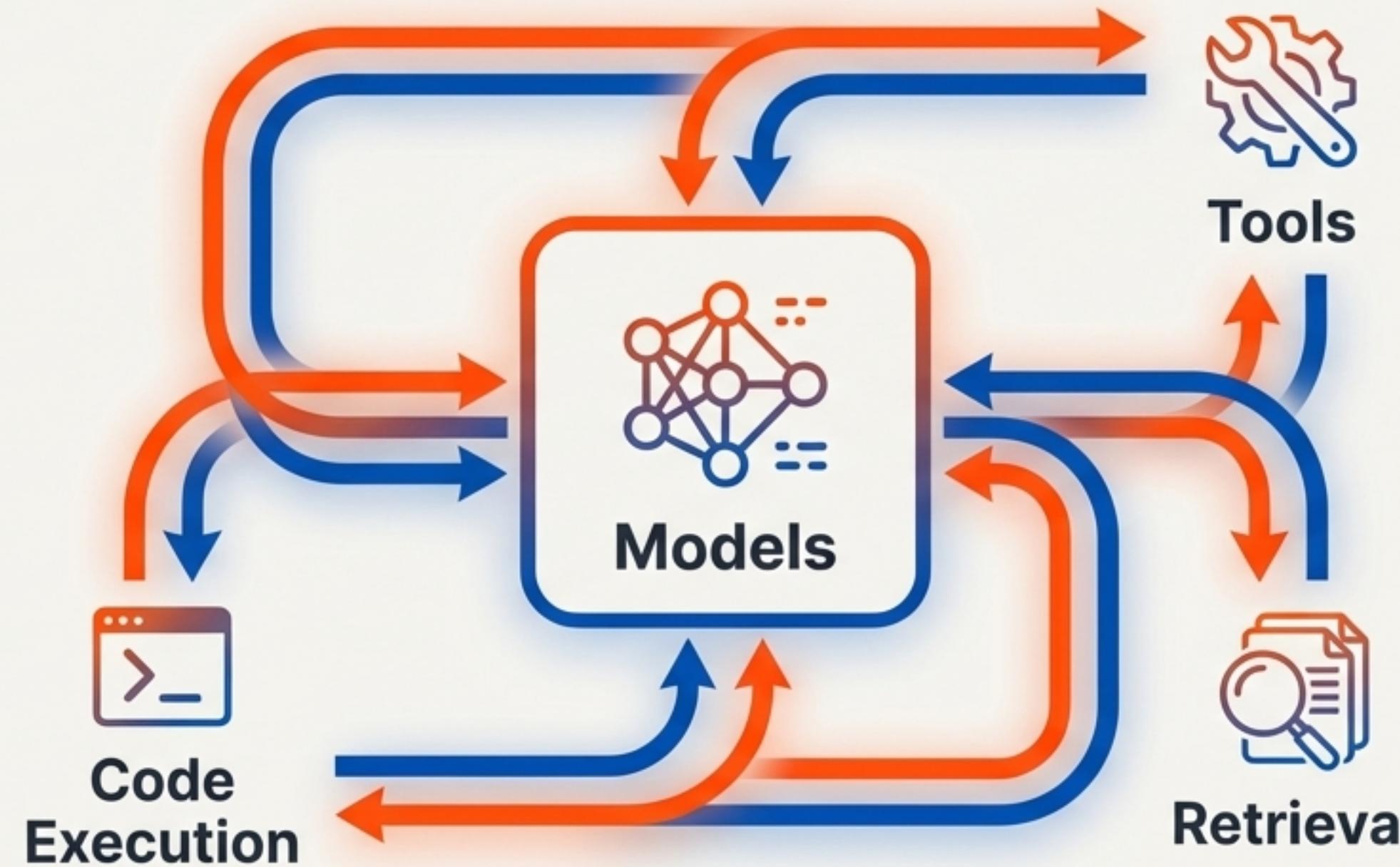
Parallelization allows agents to outperform human workflows on complex tasks.



Flexibility

Products can evolve from simple text generation to multimodal problem-solving.

The Building Blocks of an Agentic System



Together, these components enable workflows that can plan, solve, and adapt—even when the steps aren't known ahead of time.

A Closer Look at the Core Components



Models

LLMs, speech-to-text,
image analysis.



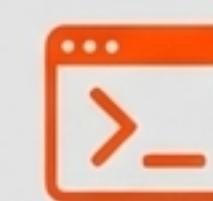
Tools

APIs for search, email, calendar,
real-time data.



Retrieval

Databases, vector stores,
retrieval-augmented generation (RAG).



Code Execution

From simple calculators to advanced
data analytics sandboxes.

Evaluation is as important as design.



Building an agentic system is only the first step. To refine and improve it, you need a robust framework for evaluating its performance and quality.

A Three-Part Framework for Evaluation



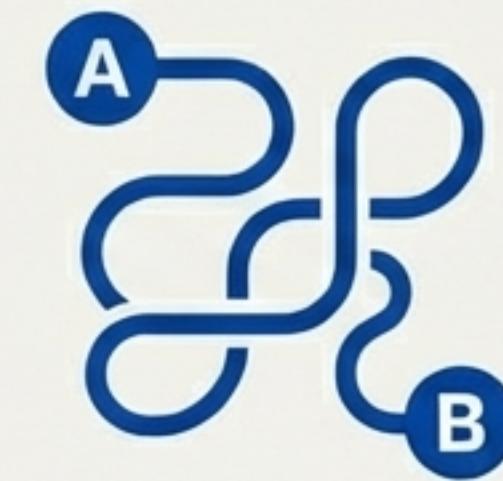
Objective

Code-based **performance checks** that validate outputs against a known correct answer.



Subjective

Using other powerful LLMs as **independent judges** to assess the quality and nuance of an agent's output.



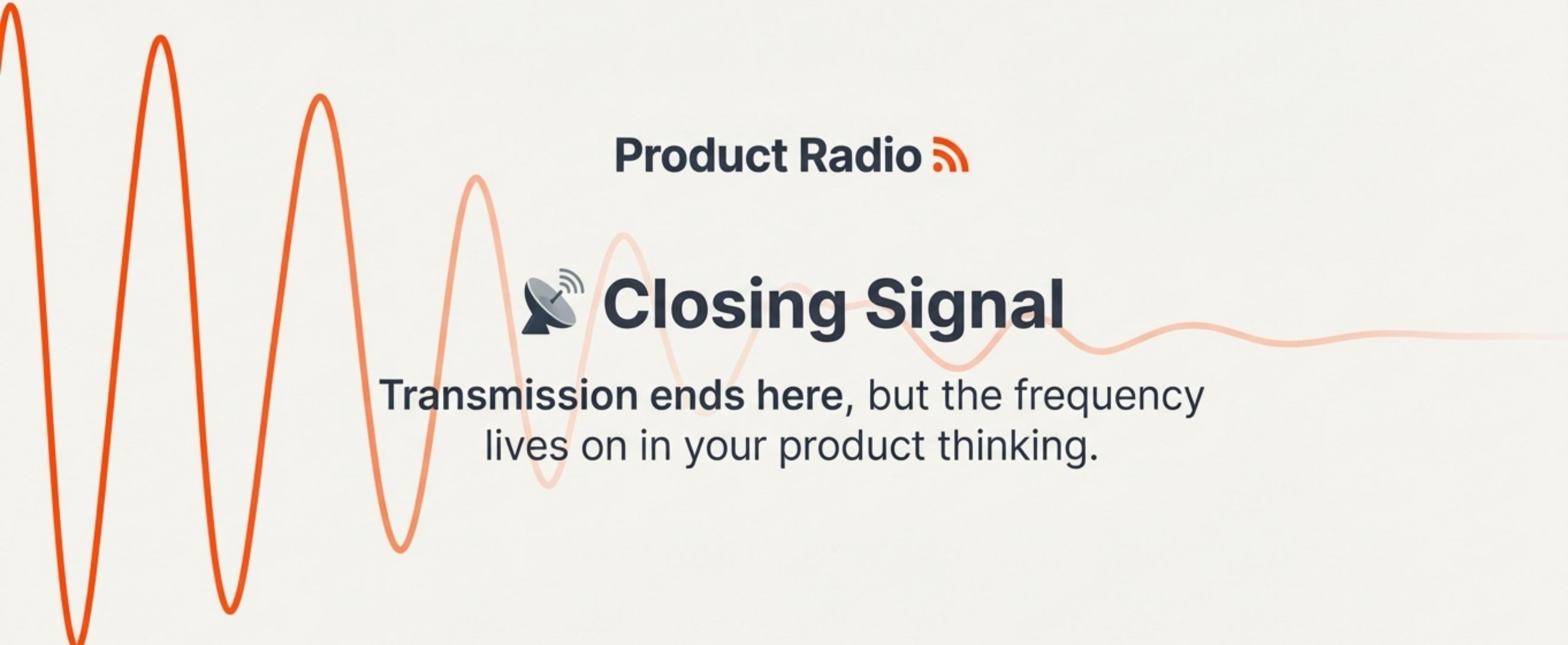
End-to-End

Tracing the agent's **entire workflow** to analyze errors, identify weak components, and refine the system.

This is more than a technical upgrade.

It's a strategic shift in product design.

By embracing autonomy, we move from building features
to building adaptive agents inside our products.



Product Radio 



Closing Signal

**Transmission ends here, but the frequency
lives on in your product thinking.**