

# OTCS-MCP Intelligent Automation Strategy v3.1

## Executive Summary

The future of OTCS-MCP is process orchestrators that execute end-to-end business processes, not dozens of individual tools. The AI agent (Claude) provides intelligence—it interprets intent and makes decisions. What we need are powerful orchestrators that coordinate multi-step operations. Design Principle: Fewer tools, more power. Each tool should handle a complete business process, not a single function.

## Part 1: The Intelligence Model

### Three-layer architecture:

- AI Agent (Claude): Intent interpretation, decision making, natural language understanding
- Orchestrator Tools: Multi-step process execution, transaction management, state tracking
- Transactional Tools: Single CRUD operations, atomic actions

The AI agent is the brain. Orchestrators are the hands. Transactional tools are the fingers.

Layer	What It Does	Examples
AI Agent	Intent interpretation, decisions	Natural language → structured queries
Orchestrators	Multi-step processes	Legal hold, workspace provisioning
Transactional	Single operations	upload, search, apply_hold

## Orchestrator Pattern (5 Phases)

### Every orchestrator follows a consistent five-phase pattern:

1. DISCOVER → Find content/targets based on criteria
2. ANALYZE → Assess state, identify gaps, calculate scope
3. PREVIEW → Show impact, get confirmation (dry\_run)
4. EXECUTE → Perform actions in transaction batches
5. NOTIFY → Generate reports, trigger workflows, audit

## Part 2: Persona-Driven Design

### Five key personas drive our process design:

Persona	Mission	Key Processes
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Legal/Compliance	Information governance, litigation readiness	Legal Hold, eDiscovery, Compliance Audit
Records Manager	Classification, retention, disposition	Classification Campaigns, Retention Review
Project/Case Manager	Workspace lifecycle governance	Setup, Health Check, Closeout
Document Controller	Document integrity, versioning	Review Cycles, Transmittals
Knowledge Worker	Find and use content efficiently	Smart Search, Intelligent Filing

Part 3: Five Core Orchestrators

Based on persona analysis, we define 5 core orchestrators:

Orchestrator	Purpose	Priority
otcs_legal_hold_process	End-to-end legal hold: discovery → hold → manifest → notify	P1
otcs_classification_process	Bulk classification with AI suggestions	P1
otcs_workspace_lifecycle	Provision, health check, and closeout workspaces	P2
otcs_intelligent_filing	Smart filing with metadata extraction	P2
otcs_review_cycle	Document review and approval management	P3

Legal Hold Process Example

Request: 'Place litigation hold on all Acme Corp documents from 2023-2024'

1. DISCOVER: Search keywords, dates, custodians → 234 documents found
2. ANALYZE: 8 custodians, 15 already held, 4.5 GB total
3. PREVIEW: Show document list, conflicts, impact summary
4. EXECUTE: Create hold, batch apply, generate manifest PDF
5. NOTIFY: Start notification workflow, track acknowledgments

Old approach: 240+ tool calls. New approach: 2 tool calls (dry\_run + execute).

Part 8: Automation Bots

Beyond human-invoked orchestrators, we need autonomous worker bots:

Bot Pattern: INTAKE → LOG → DISCOVER → PROCESS → DELIVER → CLOSE

Bot	Purpose	Trigger
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document_request_bot	Handle document requests end-to-end	Workflow, API, AI agent
document_sharing_bot	Secure sharing with tracking	User request, automation
document_retrieval_bot	Intelligent search and compile	Complex queries
document_summary_bot	Generate summaries and extractions	On-demand, scheduled
workflow_automation_bot	Auto-process routine decisions	Continuous monitoring

Part 11: Complete Tool Inventory

Current state: 40 transactional tools Future state: 54 total capabilities

Category	Count
Transactional Tools (current)	40
New Transactional Tools	4
Orchestrators	5
Automation Bots	5
TOTAL CAPABILITIES	54

Part 12: Implementation Notes

Incremental enhancement approach (no overhaul):

- Orchestrators implemented as regular MCP tools
- Reuse existing patterns: batch ops, parallel processing, tool profiles
- New src/orchestrators/ directory for clean separation
- Extended tool profiles for personas: orchestrator, legal, records

Prerequisites: ■ Batch hold operations (applyRMHoldBatch exists) ■ Batch classification (add to client) ■ Enhanced search (metadata filters) ■ Sharing API (otcs\_share tool)

Design Principles

1. Dry-Run First: Every orchestrator supports preview mode
2. Explainable Recommendations: System explains why it suggests actions
3. Graceful Degradation: Partial failures report what succeeded/failed
4. Audit Everything: Complete operation records
5. Resumable Operations: Long-running processes can pause/resume
6. Minimal Tool Count: Embed capabilities in orchestrators, don't expose separately