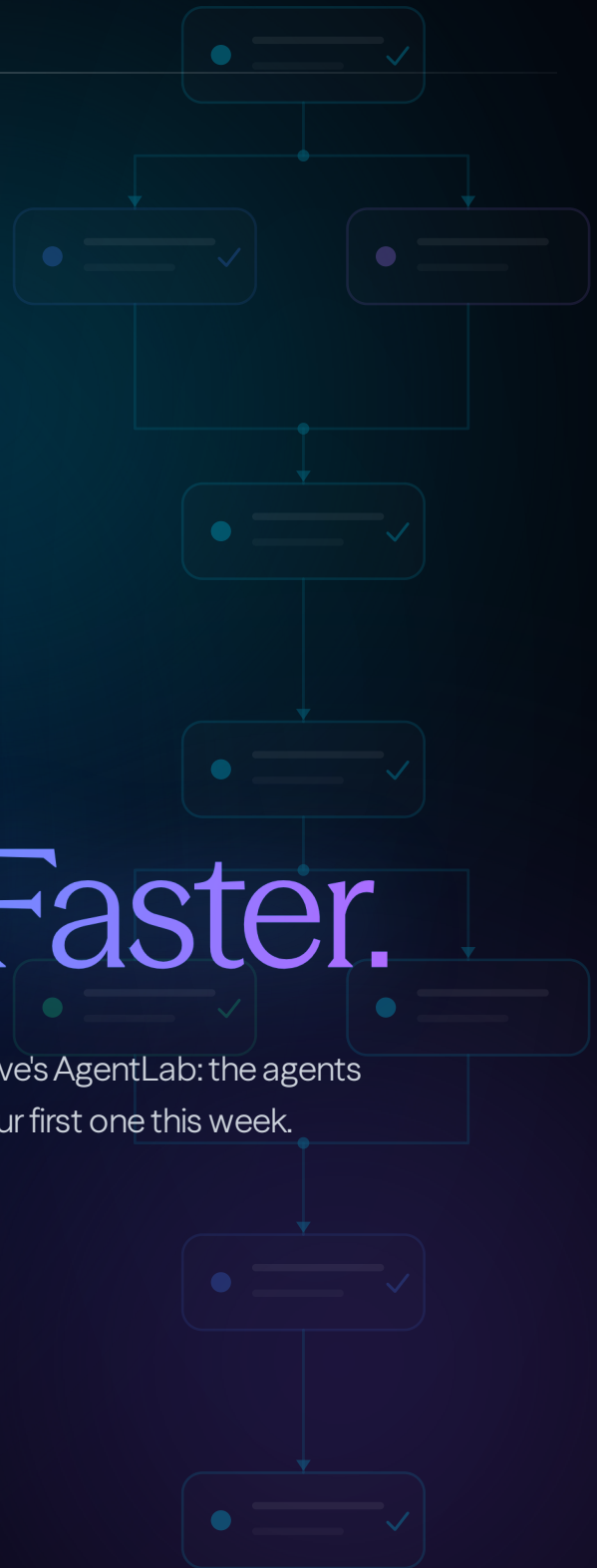


Build Fast. Get Value Faster.

A department-by-department playbook for Resolve's AgentLab: the agents to build, the skills to switch on, and how to ship your first one this week.



Contents

● Getting started

●	AgentLab in one minute	03
●	Find your high-ticket offenders	04

● IT

00	Department overview	05
01	Password Reset Agent	06
02	Account Unlock Agent	07
03	MFA & Device Re-Enrollment Agent	08
04	Mailbox & Access Agent	09
05	Connectivity Repair Agent	10

● Security

00	Department overview	11
01	Report Triage & Containment Agent	12
02	Account Compromise Response Agent	13
03	Lost or Stolen Device Agent	14

● Operations

00	Department overview	15
01	Service Restart Agent	16
02	Safe Remediation Agent	17
03	Job & Pipeline Recovery Agent	18

● Finance

00	Department overview	19
01	Invoice & PO Status Agent	20
02	Vendor Onboarding Agent	21
03	Expense Submission Agent	22

● HR

00	Department overview	23
01	Time-Off Agent	24
02	Employee Data Update Agent	25
03	Onboarding Agent	26

● Put it to work

●	When the busywork has an owner	27
●	Ship your first agent this week	28
●	What a skill actually is	29

WHAT IT IS

AgentLab, in one minute

AgentLab is the agent builder for the Agentic Resolution Fabric. You build the workflows in Jarvis, then define the agent in AgentLab: its role, the departments it serves, and the guardrails it works within. Link it to the skills you already built and it does exactly that, scoped to your definition. Validate it in conversational chat, then deploy.

HOW TO READ THIS GUIDE

Every team has a short list of requests that arrive constantly and run the same steps every time. This guide catalogs the agents that take that work off the queue, department by department, one agent per page. Any employee can trigger them in chat, so the relief lands across the whole business. Start with the busiest and the rest follow the same five steps.

5

STEPS FROM VISION TO
PRODUCTION

Chat

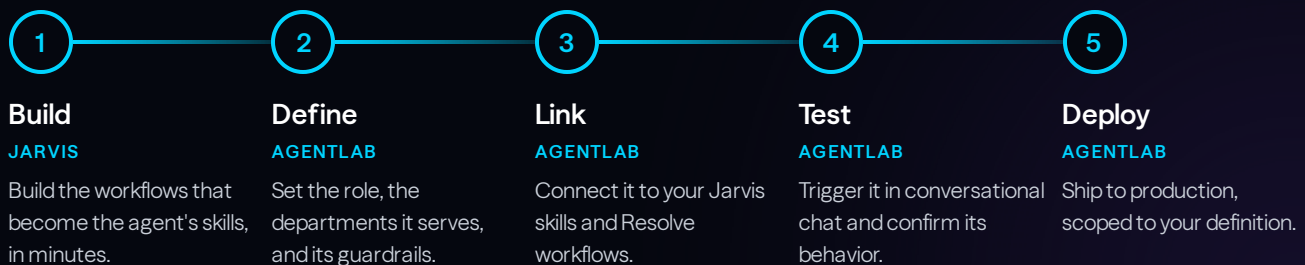
ANY EMPLOYEE, ANY
REQUEST, WHERE THEY
ALREADY WORK

Minutes

TO BUILD A SKILL WORKFLOW
IN JARVIS

VISION TO EXECUTION

The same five steps, every agent



WHERE TO BEGIN

Find your high-ticket offenders

The fastest time to value comes from the requests you already answer hundreds of times a month. High volume, low variation, and everything the agent needs already lives in a system you own. Score your queues against four filters and the first agent picks itself.

● Volume

How often does it show up? Rank by raw count over the last 90 days. That is where the hours hide.

● Repeatability

Does it run the same steps every time? Low variation means a clean scope and a confident agent.

● Self-service

Can any employee trigger it in chat without a chain of approvals? The more self-contained, the faster it ships.

● Data in reach

Are the records it needs in a system you can already connect: ITSM, HRIS, finance, directory?

PRIORITIZE

Start in one quadrant



PULL THE LIST

Four moves to agent #1

- 1 Export **90 days** of requests from your service desk, HRIS, and finance queue.
- 2 **Group by category** and rank by volume, highest first.
- 3 **Score the top ten** against the four filters above.
- 4 Pick the highest scorer that touches a system you can already reach. **That is agent #1.**

01

DEPARTMENT 01 · 5 AGENTS

IT

The busiest queue in the building. Point agents at the requests that arrive by the hundred and run the same steps every time, so the service desk gets its hours back.

IN THIS SECTION

- | | | |
|----|---|---|
| 01 | Password Reset Agent | Reset a forgotten password, verified, in chat |
| 02 | Account Unlock Agent | Verify and release a locked account on request |
| 03 | MFA & Device Re-Enrollment Agent | Reset MFA and enroll a new device, verified |
| 04 | Mailbox & Access Agent | Provision a mailbox, group, or app access |
| 05 | Connectivity Repair Agent | Run diagnostics and apply the known network fix |

Password Reset Agent

Verify identity and reset a forgotten password on the spot, then hand back a secure one-time link. It is the single highest-volume ticket, cleared from the queue.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Directory (Entra ID, Okta, Active Directory), ITSM

BEST FOR

The number-one service-desk category

SKILLS TO ENABLE

Reset User Password

Identity Verification

One-Time Link

THE REQUESTS IT TAKES OFF THE QUEUE

- | *I'm locked out and need to reset my password.*
- | *Forgot my password right before a meeting.*
- | *Reset it and send me the link, please.*

HOW IT RUNS

- 1 Trigger**
An employee asks in chat, any hour of the day.
- 2 Verify**
Confirms identity through your directory's checks.
- 3 Reset**
Resets the password and issues a secure one-time link.
- 4 Log**
Closes the loop and records the reset in the ITSM.

WHAT GOOD LOOKS LIKE

Password reset is the highest-volume category in most service desks. Handled in under a minute, around the clock, with the same verified steps every time, so the queue that used to set the tone for the day mostly clears itself.

TYPICAL TODAY

Ticket queued, resolved in business hours



WITH THE AGENT

Verified self-serve reset in under a minute, 24/7

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Account Unlock Agent

Verify identity and release a locked account the moment it is reported, with no wait for a free technician on a Monday morning.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Directory (Entra ID, Okta, Active Directory)

BEST FOR

Monday spikes and post-vacation lockouts

SKILLS TO ENABLE

Account Unlock

Identity Verification

THE REQUESTS IT TAKES OFF THE QUEUE

- | *My account locked after too many attempts.*
- | *Locked out after a week off.*
- | *Unlock me, I have a deadline.*

HOW IT RUNS

- 1 Trigger**
Employee reports a lockout in chat.
- 2 Verify**
Confirms identity before any action.
- 3 Unlock**
Releases the account lock immediately.
- 4 Log**
Notifies the employee and records the event.

WHAT GOOD LOOKS LIKE

Lockouts cluster on Monday mornings and after time off. The agent verifies and unlocks the moment it is asked, so a five-second problem stops costing a thirty-minute wait.

TYPICAL TODAY

Waits for an available technician



WITH THE AGENT

Verified and unlocked on request

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

MFA & Device Re-Enrollment Agent

Verify identity, clear the old MFA registration, and walk an employee through enrolling a new device when they switch or lose a phone.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Identity provider (Entra ID, Okta, Ping), MDM (Intune, Jamf)

BEST FOR

New phones and lost authenticators

SKILLS TO ENABLE

MFA Reset

Device Enrollment

Identity Verification

THE REQUESTS IT TAKES OFF THE QUEUE

- | *New phone and my MFA won't work.*
- | *Lost my authenticator app.*
- | *Need to re-enroll after a factory reset.*

HOW IT RUNS

- 1 Trigger**
Employee is blocked at the MFA prompt.
- 2 Verify**
Confirms identity through a second channel.
- 3 Reset**
Clears the old MFA registration safely.
- 4 Enroll**
Guides them through the new device.

WHAT GOOD LOOKS LIKE

New phones and lost authenticators create a steady drip of blocking tickets. The agent verifies and re-enrolls right in chat, so people get back to work without a support hold.

TYPICAL TODAY

Blocked until a tech re-provisions MFA



WITH THE AGENT

Verified and re-enrolled in a single chat

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Mailbox & Access Agent

Validate the request against your rules and provision a mailbox, distribution list, or common app access, so standard access stops being a ticket that ages.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Productivity suite (Microsoft 365, Google Workspace), IdP, ITSM

BEST FOR

Onboarding and team moves

SKILLS TO ENABLE

Provision Mailbox

Group Management

App Access

THE REQUESTS IT TAKES OFF THE QUEUE

- | *New hire needs a mailbox set up.*
- | *Add me to the sales distribution list.*
- | *I need access to the shared drive.*

HOW IT RUNS

- 1 Trigger**
A standard access request comes in via chat.
- 2 Check**
Validates entitlement against your rules.
- 3 Provision**
Runs the scoped provisioning workflow.
- 4 Confirm**
Confirms access and records the change.

WHAT GOOD LOOKS LIKE

Mailbox and access requests cluster around onboarding and team moves. Routine, well-scoped provisioning runs consistently on request, so standard access is handled the same way every time.

TYPICAL TODAY

Manual provisioning, queued behind other work



WITH THE AGENT

Standard access provisioned on request, consistently

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Connectivity Repair Agent

Run guided diagnostics and apply the known fix for VPN, Outlook, and Teams issues, escalating only the genuinely unusual cases, already diagnosed.

TRIGGERED BY

Any employee, in chat

SYSTEMS

VPN (GlobalProtect, AnyConnect), endpoint, collaboration (Teams, Zoom)

BEST FOR

Remote and hybrid connectivity

SKILLS TO ENABLE

VPN Profile Reset

Guided Diagnostics

Client Repair

THE REQUESTS IT TAKES OFF THE QUEUE

- | *VPN won't connect from home.*
- | *Teams keeps dropping my calls.*
- | *Outlook is stuck offline.*

HOW IT RUNS

- 1 Trigger**
Employee reports a connectivity problem.
- 2 Diagnose**
Runs a guided set of standard checks.
- 3 Fix**
Applies the known fix: reset, reconnect, repair.
- 4 Escalate**
Hands off with full context if it is unusual.

WHAT GOOD LOOKS LIKE

Connectivity issues are repetitive and mostly solved by a known set of steps. The agent runs them first, so only the genuinely unusual cases reach a person, already diagnosed.

TYPICAL TODAY

Back-and-forth tickets over basic connectivity



WITH THE AGENT

Guided fix in chat, escalation only when truly needed

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

02

DEPARTMENT 02 · 3 AGENTS

Security

Take the safe first actions the instant something is reported. Triage, contain, and revoke happen in seconds, with a human in the loop for the calls that need one.

IN THIS SECTION

- | | | |
|----|--|---|
| 01 | Report Triage & Containment Agent | Triage a reported email and quarantine it |
| 02 | Account Compromise Response Agent | Revoke sessions and reset a suspect account |
| 03 | Lost or Stolen Device Agent | Lock or wipe a lost device and cut access |
-

Report Triage & Containment Agent

Parse and enrich every employee-reported email the moment it lands, quarantine the reported copy, and hand the analyst a verdict. Broader containment stays a human decision.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Email security (Defender, Proofpoint), threat intel, SOAR

BEST FOR

Employee-reported phishing

SKILLS TO ENABLE

Email Parsing

Indicator Enrichment

Quarantine Message

THE REQUESTS IT TAKES OFF THE QUEUE

- | *I'm reporting a suspicious email.*
- | *Is this invoice email actually real?*
- | *Got a message asking me to log in.*

HOW IT RUNS

- 1 Trigger**
An employee reports a suspicious message.
- 2 Enrich**
Extracts and scores the indicators.
- 3 Contain**
Quarantines the reported copy from the mailbox.
- 4 Route**
Hands the analyst a verdict for the broader call.

WHAT GOOD LOOKS LIKE

Reported emails are triaged, enriched, and the reported copy quarantined on arrival, so analysts open a case that is already annotated and contained at the source, with a human in the loop for the broader response.

TYPICAL TODAY

Report sits in an inbox until someone triages



WITH THE AGENT

Enriched, quarantined, and assessed on arrival

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Account Compromise Response Agent

When an account looks compromised, verify, revoke active sessions, force a credential reset, and re-enroll MFA, taking the safe containment steps immediately.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Identity provider (Entra ID, Okta), SIEM

BEST FOR

“Was that login me?” moments

SKILLS TO ENABLE

Session Revocation

Credential Reset

MFA Re-Enrollment

THE REQUESTS IT TAKES OFF THE QUEUE

- | Got an MFA prompt I didn't start.
- | Was I logged in from another country?
- | I think someone has my password.

HOW IT RUNS

- 1 Trigger**
Employee flags activity that looks wrong.
- 2 Verify**
Confirms identity and reviews recent sign-ins.
- 3 Contain**
Revokes active sessions and resets credentials.
- 4 Restore**
Re-enrolls MFA and confirms the account is safe.

WHAT GOOD LOOKS LIKE

The safe containment steps run the instant something looks off, so a suspect sign-in is cut off in seconds instead of waiting in a queue, and analysts pick up an account that is already secured.

TYPICAL TODAY

Uncertainty and delay when something looks wrong



WITH THE AGENT

Sessions revoked and credentials reset in seconds

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Lost or Stolen Device Agent

When a device goes missing, verify the owner, lock or wipe it through MDM, and revoke its sessions, closing the exposure in one conversation.

TRIGGERED BY

Any employee, in chat

SYSTEMS

MDM (Intune, Jamf), identity provider

BEST FOR

Lost and stolen hardware

SKILLS TO ENABLE

Device Lock

Remote Wipe

Session Revocation

THE REQUESTS IT TAKES OFF THE QUEUE

- | I left my laptop in a cab.
- | My phone was stolen.
- | I can't find my work tablet.

HOW IT RUNS

- 1 Trigger**
Employee reports a missing device.
- 2 Verify**
Confirms the owner and the device.
- 3 Contain**
Locks or wipes it and revokes its sessions.
- 4 Log**
Confirms the action and records the incident.

WHAT GOOD LOOKS LIKE

A lost device is locked and cut off from company access in the same conversation it is reported, so the exposure window closes in minutes instead of waiting on a ticket.

TYPICAL TODAY

Exposure stays open until IT acts on a ticket



WITH THE AGENT

Device locked and access revoked on report

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

03

DEPARTMENT 03 · 3 AGENTS

Operations

Turn a confirmed signal into a fix. Restarts, remediations, and recoveries run the same correct way every time, instead of waiting for a free pair of hands.

IN THIS SECTION

01	Service Restart Agent	Restart a stuck service and confirm healthy
02	Safe Remediation Agent	Run a scoped runbook on a confirmed signal
03	Job & Pipeline Recovery Agent	Re-run a failed job or unstick a pipeline

Service Restart Agent

Confirm the signal, restart a named service or recycle the app pool, and verify it comes back healthy, without waiting for a free pair of hands.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Orchestration, monitoring
(Datadog, Dynatrace, SolarWinds)

BEST FOR

The stuck-service Monday

SKILLS TO ENABLE

Restart Service

Recycle App Pool

Health Check

THE REQUESTS IT TAKES OFF THE QUEUE

- | Restart the stuck service.
- | Recycle the app pool.
- | The worker process is hung.

HOW IT RUNS

- 1 Trigger**
A common degradation is reported.
- 2 Confirm**
Checks the live signal actually matches.
- 3 Restart**
Restarts the service or recycles the pool.
- 4 Verify**
Confirms the service is healthy again.

WHAT GOOD LOOKS LIKE

For a well-understood restart, the fix runs the moment the signal confirms it and the health check passes, so a familiar recovery does not wait in a queue behind bigger work.

TYPICAL TODAY

Known fixes wait for
someone free to run them



WITH THE AGENT

Scoped restart runs and
verifies on signal

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Safe Remediation Agent

Match a confirmed live signal to an approved runbook and run its scoped steps: clear a backlog, purge a cache, or fail over, then verify the result.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Monitoring, orchestration (Resolve Actions)

BEST FOR

Well-understood, low-risk fixes

SKILLS TO ENABLE

Runbook Trigger

Clear Backlog

Verify Health

THE REQUESTS IT TAKES OFF THE QUEUE

- | Clear the queue backlog.
- | Purge the stale cache.
- | Fail over to the standby node.

HOW IT RUNS

- 1 Trigger**
A known degradation is reported.
- 2 Match**
Maps the signal to an approved runbook.
- 3 Run**
Executes the scoped, approved steps.
- 4 Verify**
Confirms the fix and escalates if not.

WHAT GOOD LOOKS LIKE

For low-risk, well-understood fixes, the remediation runs consistently the moment the signal confirms it, so the same correct steps happen every time instead of depending on who is on shift.

TYPICAL TODAY

Runbooks run by hand, when someone is free



WITH THE AGENT

Scoped remediation runs consistently on signal

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Job & Pipeline Recovery Agent

Re-run a failed batch job, unstick a queue, or retry a broken pipeline stage on request, so a routine failure does not stall the whole run.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Schedulers (Control-M, AutoSys),
CI/CD (Jenkins, GitLab)

BEST FOR

Overnight batch and CI failures

SKILLS TO ENABLE

Re-run Job

Retry Pipeline

Unstick Queue

THE REQUESTS IT TAKES OFF THE QUEUE

- | *The nightly job failed, re-run it.*
- | *Retry the deploy pipeline.*
- | *The queue is stuck again.*

HOW IT RUNS

- 1 Trigger**
A failed job or stage is reported.
- 2 Check**
Confirms the cause is safe to retry.
- 3 Recover**
Re-runs the job or retries the stage.
- 4 Confirm**
Confirms success and logs the recovery.

WHAT GOOD LOOKS LIKE

Routine job and pipeline failures get retried the moment they are caught, so a familiar overnight failure does not wait for morning to be noticed and re-run.

TYPICAL TODAY

Failed jobs wait for someone to notice and retry



WITH THE AGENT

Recovered on request, the same way every time

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

04

DEPARTMENT 04 · 3 AGENTS

Finance

Answer the status questions and drive the routine work to done, so the team's time goes to the exceptions that actually need judgment.

IN THIS SECTION

- | | | |
|----|--------------------------------------|---|
| 01 | Invoice & PO Status Agent | Answer invoice or PO status and chase blockers |
| 02 | Vendor Onboarding Agent | Kick off vendor setup and collect the documents |
| 03 | Expense Submission Agent | Pre-check an expense report and submit it |

Invoice & PO Status Agent

Look up invoice and PO status straight from the system of record, and when something is stuck on a missing document, request it from the right person.

TRIGGERED BY

Any employee, in chat

SYSTEMS

ERP / AP (NetSuite, SAP, Coupa)

BEST FOR

Status questions from across the business

SKILLS TO ENABLE

Invoice Lookup

PO Lookup

Request Missing Doc

THE REQUESTS IT TAKES OFF THE QUEUE

- | *Has invoice 4471 been paid?*
- | *What's the status of my PO?*
- | *Did the vendor's invoice come through?*

HOW IT RUNS

- 1 Trigger**
Someone asks about an invoice or PO.
- 2 Look up**
Queries the system of record.
- 3 Act**
If it is stuck, requests the missing document.
- 4 Reply**
Reports the current status and next step.

WHAT GOOD LOOKS LIKE

Status questions are answered in seconds from the source, and anything stuck on a missing document gets chased automatically, so finance spends its time on real exceptions rather than lookups.

TYPICAL TODAY

Ping finance, wait for a manual lookup



WITH THE AGENT

Status in seconds, blockers chased automatically

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Vendor Onboarding Agent

Start a new vendor's onboarding, request and collect the required documents, and create the vendor record, so procurement is not the bottleneck for setup.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Procurement (Coupa, SAP Ariba),
vendor management

BEST FOR

New supplier setup

SKILLS TO ENABLE

Start Onboarding

Collect Documents

Create Vendor Record

THE REQUESTS IT TAKES OFF THE QUEUE

- | Set up this new vendor.
- | What's outstanding on their onboarding?
- | Can I raise a PO for them now?

HOW IT RUNS

- 1 Trigger**
A new vendor needs onboarding.
- 2 Request**
Collects the required documents and details.
- 3 Create**
Creates the vendor record when complete.
- 4 Report**
States status and the next step to close it.

WHAT GOOD LOOKS LIKE

Vendor setup moves on its own, chasing documents and creating the record, so a requester gets a ready-to-use vendor without procurement fielding each status check by hand.

TYPICAL TODAY

Setup stalls on back-and-forth document chasing



WITH THE AGENT

Onboarding driven to done, status on request

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Expense Submission Agent

Check an expense report against policy before it is submitted, flag or fix the issues, and route it, so fewer reports bounce back.

TRIGGERED BY

Any employee, in chat

SYSTEMS

Expense system (Concur, Expensify), policy source

BEST FOR

The days before a submission deadline

SKILLS TO ENABLE

Policy Pre-Check

Flag Issues

Submit & Route

THE REQUESTS IT TAKES OFF THE QUEUE

- | *Is my expense report ready to submit?*
- | *Is a client dinner reimbursable?*
- | *Check this before I send it.*

HOW IT RUNS

- 1 Trigger**
An employee readies a report.
- 2 Check**
Validates it against expense policy.
- 3 Flag**
Surfaces issues and how to fix them.
- 4 Submit**
Submits and routes a clean report.

WHAT GOOD LOOKS LIKE

Reports are checked against policy before they go in, so issues get fixed up front and far fewer reports bounce back, ahead of every deadline crunch.

TYPICAL TODAY

Reports bounce back after review



WITH THE AGENT

Checked and submitted clean the first time

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

05

DEPARTMENT 05 · 3 AGENTS

HR

Turn the most-asked people requests into finished actions, filed straight to the system of record, so HR's calendar fills with the conversations that need a person.

IN THIS SECTION

- | | | |
|----|-----------------------------------|--|
| 01 | Time-Off Agent | Check a PTO balance and submit the request |
| 02 | Employee Data Update Agent | Update address, direct deposit, or contacts |
| 03 | Onboarding Agent | Trigger onboarding tasks and collect new-hire docs |

Time-Off Agent

Check a live PTO balance from the HRIS and, when the employee is ready, submit the time-off request and route it for approval.

TRIGGERED BY

Any employee, in chat

SYSTEMS

HRIS (Workday, ADP, UKG)

BEST FOR

The most-asked HR question there is

SKILLS TO ENABLE

PTO Balance

Submit Time-Off

Route Approval

THE REQUESTS IT TAKES OFF THE QUEUE

- | *How much PTO do I have left?*
- | *Book me off next Thursday and Friday.*
- | *Do I have enough for a week in June?*

HOW IT RUNS

- 1 Trigger**
Employee asks about time off
- 2 Check**
Reads the current balance from the HRIS.
- 3 Submit**
Files the request when they confirm.
- 4 Route**
Sends it for approval and confirms.

WHAT GOOD LOOKS LIKE

A question employees ask constantly turns into a finished request, checked and filed from the system of record, so HR's day is not a stream of balance lookups and form fixes.

TYPICAL TODAY

Email HR, wait, then fill out a form



WITH THE AGENT

Balance checked and request filed in chat

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Employee Data Update Agent

Let employees update their own records: address, direct deposit, emergency contacts, or tax details, with the change written straight to the HRIS.

TRIGGERED BY

Any employee, in chat

SYSTEMS

HRIS (Workday, ADP, BambooHR)

BEST FOR

Life changes and moves

SKILLS TO ENABLE

Update Personal Details

Update Direct Deposit

Update Contacts

THE REQUESTS IT TAKES OFF THE QUEUE

- | *I moved, update my address.*
- | *Change my direct deposit account.*
- | *Update my emergency contact.*

HOW IT RUNS

- 1 Trigger**
Employee wants to change a record.
- 2 Verify**
Confirms identity for sensitive changes.
- 3 Update**
Writes the change to the HRIS.
- 4 Confirm**
Confirms the update and logs it.

WHAT GOOD LOOKS LIKE

Routine personal-data changes are made by the employee and written straight to the system, so a moved address or new bank detail is handled in chat instead of a form and a wait.

TYPICAL TODAY

Submit a form, wait for HR to key it in

**WITH THE AGENT**

Self-serve update, written to the HRIS on the spot

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

Onboarding Agent

Guide a new hire through day-one steps, collect their documents, and trigger the setup tasks that get them working, then track what is left.

TRIGGERED BY

Any employee, in chat

SYSTEMS

HRIS, onboarding workflow
(ServiceNow, Workday)

BEST FOR

Every new-hire cohort

SKILLS TO ENABLE

Trigger Onboarding Tasks

Collect Documents

Track Status

THE REQUESTS IT TAKES OFF THE QUEUE

- | *What do I need for day one?*
- | *Where do I upload my documents?*
- | *Is my setup complete yet?*

HOW IT RUNS

- 1 Trigger**
A new hire starts onboarding.
- 2 Collect**
Gathers the required documents.
- 3 Kick off**
Triggers the setup and provisioning tasks.
- 4 Track**
Reports status and flags any blockers.

WHAT GOOD LOOKS LIKE

Every new hire is walked through the same steps, their documents collected and setup tasks fired automatically, so onboarding runs consistently and HR chases fewer of the same first-week items.

TYPICAL TODAY

New hires wait on manual, repeated setup steps



WITH THE AGENT

Consistent onboarding, tasks triggered automatically

SCOPED

Linked only to the skills above. It does that, and only that, validated in chat before it ever ships to production.

WHAT CHANGES

When the busywork has an owner

These are directional patterns, not promises. Your numbers depend on your volume and systems. But the shape is consistent: work that used to sit in a queue becomes an action taken in chat.

EVERYDAY REQUEST	TYPICAL TODAY	WITH AN AGENTLAB AGENT
Password reset	Ticket queued, resolved in business hours	Self-serve in chat, under a minute, around the clock
Account unlock	Waits for an available technician	Verified and unlocked on request
Time-off request	Email HR, wait, then a form	Balance checked and request filed in chat
Reported phishing	Sits in an inbox until someone triages	Enriched and quarantined on arrival
Stuck service	Waits for a free pair of hands	Restarted and verified on signal

Speed

Seconds instead of queue-hours.
The action happens while the person is still in the conversation.

Consistency

The same correct steps every time.
No variance between shifts, agents, or how busy the day is.

Coverage

Any hour, any employee, in chat. The relief does not clock out at 5pm.

The point is not fewer people. It is better-spent hours. When the predictable volume takes care of itself, your specialists get the room to work the complex, judgment-heavy problems that actually move the business.

FASTEST TIME TO VALUE

Ship your first agent this week

Building a skill in Jarvis takes minutes, not sprints. Enabling it, defining the agent, and linking the skills takes a few more. Here is the whole path, from zero to shipped, inside a single week.

Find it

MORNING

Pick the offender

Pull recent tickets, rank by volume, and pick the highest-volume, cleanest one to start with.

Build it

MINUTES

Build the skills

Build the workflows in Jarvis and enable them as skills. This is the fast part, measured in minutes.

Define it

MINUTES

Scope the agent

Set the agent's role, department, and guardrails in AgentLab, then link the skills it is allowed to use.

Test it

IN CHAT

Confirm the scope

Trigger it conversationally and confirm it does exactly what you scoped, and nothing beyond it.

Ship it

SAME DAY

Deploy and measure

Deploy scoped to your definition, then watch the resolution time on that category start to drop.

Then

THIS WEEK

Do it again

Move to the next offender, the next department. Each agent you ship makes the next one faster.

THE OBVIOUS FIRST MOVE

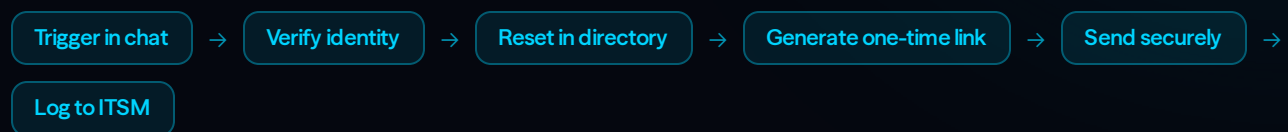
Pick one agent for day one, and make it **password reset**. It is the highest-volume category in almost every service desk, the steps never change, and the payoff is visible immediately. The perfect proof point to fund everything that follows.

What a skill actually is

The skills you switch on are not drag-and-drop toggles. Each one is a small workflow you build in Jarvis and enable as a skill: a trigger, a few activities chained together, and a clean result. Here is the shape of the common ones.

Reset User Password

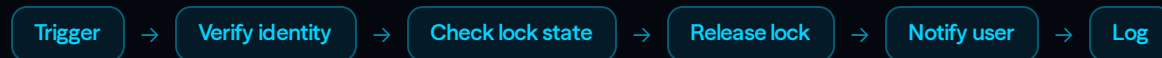
Verifies a user and resets their password to a secure one-time link.



SYSTEMS Directory (Entra ID, Okta, AD), ITSM

Account Unlock

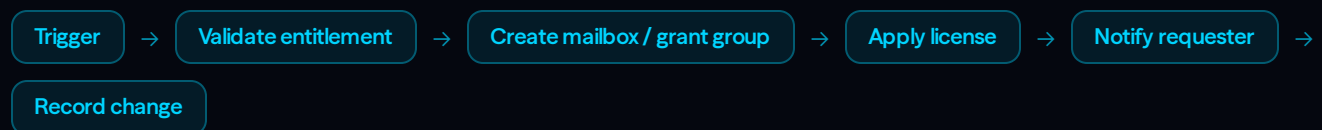
Confirms identity and releases a locked directory account.



SYSTEMS Directory (Entra ID, Okta, AD)

Provision Mailbox & Access

Validates entitlement, then provisions a mailbox, group, or app.



SYSTEMS Productivity suite, IdP, ITSM

Example skill workflows

Report Triage & Containment

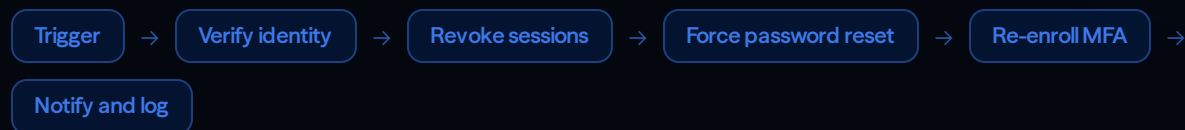
Enriches a reported email and quarantines the reported copy.



SYSTEMS Email security, threat intel, SOAR

Session Revocation & Reset

Cuts off a suspect account, resets it, and re-enrolls MFA.



SYSTEMS Identity provider, SIEM

Service Restart & Recovery

Confirms a signal, restarts a service, and verifies health.

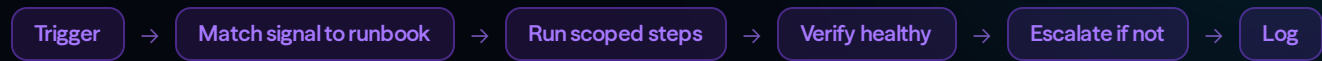


SYSTEMS Orchestration, monitoring

Example skill workflows

Safe Runbook Remediation

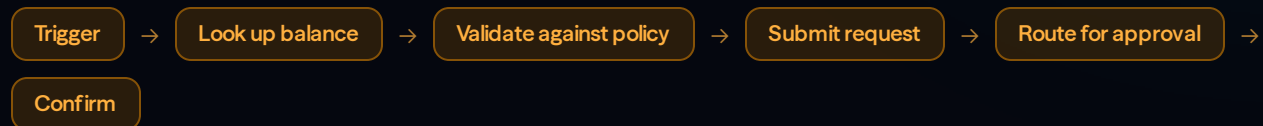
Maps a confirmed signal to an approved runbook and runs it.



SYSTEMS Monitoring, orchestration

Time-Off Request

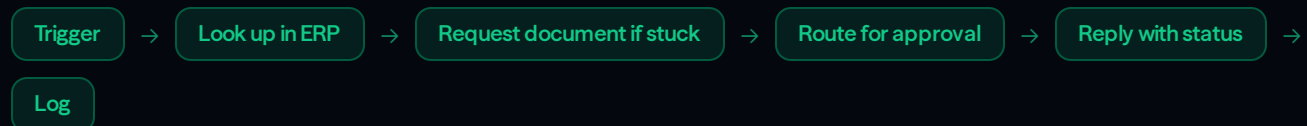
Checks a live balance and files a time-off request.



SYSTEMS HRIS (Workday, ADP, UKG)

Invoice & PO Lookup

Looks up status and chases a missing document.



SYSTEMS ERP / AP (NetSuite, SAP, Coupa)



BUILD FAST. GET VALUE FASTER.

Build it once in Jarvis.
Define it once in AgentLab.
Run it everywhere your teams work.

Find your busiest queue, hand it an agent scoped to exactly what you define,
and turn your most repetitive work into your fastest win. Then do it again.

[Start with AgentLab →](#)