

OUTSELL PLAYBOOK

OUTSELL JOURNAL — DECISION WORKSHEET

Tool-using ABM agents: design a bounded research loop

QUESTION

How can an agent use tools without turning account work into uncontrolled automation?

GUIDE TAKEAWAY

Give the agent a clear question, narrow tools and a verifiable stopping condition. Evaluate completed account work, including failed actions and review.

START HERE

Define the account task.

YOUR SITUATION

Account or cohort

Decision to make

Starting state and exclusions

Evidence sources, dates, and limitations

Unknowns to validate

WORK THROUGH THE GUIDE

1. Define the account task

Evidence or input

Output or decision

Owner and review point

2. Grant narrow tool access

Evidence or input

Output or decision

Owner and review point

3. Observe results and exceptions

Evidence or input**Output or decision****Owner and review point**

4. Validate the proposed output

Evidence or input**Output or decision****Owner and review point**

5. Stop or hand off explicitly

Evidence or input**Output or decision****Owner and review point****COMPARE THE OPTIONS**

Read-only agent

Useful when: Evidence gathering

Limitation: Sources may be ambiguous

Suggested action: Check entity and support

Why this fits our situation**Evidence needed before acting**

Draft proposal

Useful when: Preparing seller material

Limitation: Output may be incorrect

Suggested action: Review before activation

Why this fits our situation**Evidence needed before acting**

Deterministic rule

Useful when: Stable routing logic

Limitation: Cannot resolve novel ambiguity

Suggested action: Use explicit conditions

Why this fits our situation

Evidence needed before acting

Write-capable agent

Useful when: A validated operational task

Limitation: Errors can affect records

Suggested action: Require permission and recovery

Why this fits our situation

Evidence needed before acting

COMMIT TO A BOUNDED NEXT STEP

Chosen action

Responsible owner

Required approval

Success measure and definition

Review date

Continue, revise, or stop criteria

Guide: <https://outselll.com/blogs/agent-tool-use-for-abm/>

Publisher and evidence policy: <https://outselll.com/editorial-policy/>