OUTSELL PLAYBOOK

OUTSELL JOURNAL - DECISION WORKSHEET

Agentforce and multi-agent trust: 7 checks for ABM teams

QUESTION

Which controls should an ABM team inspect before connecting agents to research, CRM and campaign tools?

GUIDE TAKEAWAY

Give each agent a defined job and enforce its permissions outside the writing prompt. A reliable campaign process should make the source, action, owner and recovery path visible.

START HERE

Define the agent's bounded job.

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 agent's bounded job

Evidence or input

Output or decision

Owner and review point

2. Check evidence and record access

Evidence or input

Output or decision

Owner and review point

3. Test the handoff and exceptions

Evidence or input

Output or decision

Owner and review point

4. Approve consequential actions

Evidence or input

Output or decision

Owner and review point

5. Review recovery and accepted work

Evidence or input

Output or decision

Owner and review point

COMPARE THE OPTIONS

Prompt-only instruction

Useful when: The task has low consequences

Limitation: Does not enforce tool permissions

Suggested action: Add an explicit action boundary

Why this fits our situation

Evidence needed before acting

Deterministic workflow

Useful when: The steps are stable and repeatable

Limitation: Handles unexpected cases less flexibly

Suggested action: Define exception handling

Why this fits our situation

Evidence needed before acting

Bounded agent workflow

Useful when: The task needs flexible research

Limitation: Needs evidence and permission checks

Suggested action: Test one account workflow

Why this fits our situation

Evidence needed before acting

Broad autonomous activation

Useful when: The team proposes consequential actions

Limitation: Requires strong controls and accountability

Suggested action: Prove review and recovery first

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/agentforce-multi-agent-trust-abm-checklist/

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