Checklist:
Prepare your company for agentic commerce !

Agentic commerce marks a new era of B2B digital: AI agents capable of acting on behalf of users: searching, comparing, negotiating or purchasing autonomously, according to company rules.

In B2B, the impact is major: automatic reordering, offer comparison, simple purchase validation... This evolution transforms purchasing and sales processes into intelligent and continuous decisions — a powerful lever for efficiency, but also a governance challenge.
To assess where your company stands and how to anticipate this transformation, follow the steps described below!

01. Audit and understand your order process

- ☐ Identify what are the main order channels of your customers
- ☐ Analyse where your commercial and support teams still lose time (reordering, reporting, supplier follow-up)?
- ☐ Verify the tools used for sales (Excel, ERP, CRM)
- ☐ Define which tasks can be automated

Advice: Before any decision-making, it is imperative to understand your environment well and to have a **progressive approach** to automation

02. Define the acceptable autonomy perimeter

- ☐ Do you want agents to make recommendations or to make executive decisions?
- ☐ What human validation thresholds should be set (e.g.: orders > 10K €)?
- ☐ Which processes must remain 100% human (strategic negotiation, customer relations)?

Advice: adopt a **hybrid approach**: let the agent execute simple tasks and keep control over critical decisions

03. Establish your technological foundations

☐ Is your information system (ERP, OMS, PIM, CRM) open to API integrations?

☐ Do you already have AI/low-code solutions in your stack?

☐ Is your data governance robust (quality, security, GDPR compliance)?

Advice: without **reliable and accessible data**, agentic commerce cannot deliver value.

04. Define your governance and control rules

☐ Who will be responsible for agent supervision (DSI, purchasing, business)?

☐ Which indicators to track (time saved, savings, error rate, internal satisfaction)?

☐ How to document and trace decisions made by agents?

Advice: put in place a clear **"internal contract"**: agents are there to execute, but humans keep the final responsibility!

05. Experiment and iterate

☐ Can you launch a limited POC (e.g.: an agent that manages product reordering)?

☐ How to quickly measure results (ROI, adoption, team satisfaction)?

☐ What adjustments to plan before deployment on a larger scale?

Advice: start small, measure, adjust, then accelerate.
Agentic commerce is built step by step!