

Custom AI Agent or Workflow Platform?

A fixed-price AI agent for one process sounds simple. Here is what to ask before you buy one, and how the Chronos Workflow Platform compares.

FIRST PROCESS

Agent: 30 days
CWP: 2-3 days

EACH CHANGE

Agent: ask the vendor
CWP: 30-60 minutes

PROCESSES

Agent: one
CWP: unlimited

TO-DO LIST

Agent: one screen each
CWP: one for all

We recently received an offer with the headline "**AI agent, fixed price, full ownership**": one custom AI agent for one business process, for USD 5,000, delivered in 30 days. It is a tempting offer. Here is how it compares with introducing a workflow platform such as the **Chronos Workflow Platform (CWP)**.

1 • Time to the First Working Process

The agent offer promises one process in 30 days. In CWP, a typical process takes two to three days to build. It does not need an IT specialist: a business user can do it, including the customer's own staff.

2 • Changes After Go-Live

Most customers only know the outline of what they want at the start. In practice, a process usually needs two or three rounds of changes before it is final. In CWP, a change like that typically takes 30 minutes to an hour, with no coding. Before buying an agent, ask how changes are made, who makes them, and what they cost.

3 • Processes Do Not Live Alone

The offer describes a single, independent process. Real processes are connected. Invoice approval needs contract data. Processes pass data to each other, take over each other's data, and start each other. In CWP, these are basic functions. Users also get one to-do list for all their processes, instead of a separate screen for each one.

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What to Ask Any Vendor

A process automation system needs more than the process logic itself.

AREA	WHAT TO ASK	CWP
Sign-in	Does it support SSO, Active Directory, two-factor and form-based sign-in?	✓ Built in
Deadlines	Does it send reminders and expiry warnings, and close or forward a task when a deadline passes?	✓ Built in
Substitution	Can someone stand in for an absent colleague, for all processes or for one process?	✓ Built in
Delegation	Can users delegate tasks?	✓ Built in
Mobile	Does it work well on phones and tablets?	✓ Built in
Reports	Can business users build reports without coding?	✓ Built in
Process changes	Can business users change processes without coding?	✓ Built in
Documents	Can users upload files? Where are they stored? Is file content indexed and searchable?	✓ Built in
File scanning	Are uploaded files scanned automatically?	✓ Built in
E-signatures	Does it support electronic signatures?	✓ Built in
Logging	Is every action logged?	✓ Built in
Integrations	Can it connect to your other systems?	✓ Built in
AI	Can it call AI functions through an API?	✓ Built in

What It Costs

The agent offer is USD 5,000 for one process, and every further process is another project. CWP licenses and subscriptions include unlimited users and unlimited processes, with workflow, document management, reporting, audit trail and built-in AI features.

When an Agent Makes Sense

A custom AI agent can be the right choice for a narrow, stable task. For processes that change, connect and need clear rules, a no-code platform is usually the better base. CWP can also call AI functions, so you do not have to choose.

See all of this in a short live demo.

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