Appsin.Ai

SERVICE

AI Agent Development Company for Multi-Step Business Workflows

AI agents that read, decide and act across your systems, completing multi-step tasks with human approval where it matters and a log of every step.

https://appsin.ai · +91-9025555584 · sales@appsin.ai
AI development for businesses in India, the GCC and the USA

OVERVIEW

AI Agent Development

We build AI agents that do work, not just answer questions. An agent reads a request, plans the steps, uses your CRM, ERP or email to carry them out, and completes the task or hands it to a person for approval, with every step logged.

Good first agents handle document-heavy, rule-guided work: qualifying leads, processing invoices and contracts, triaging tickets, preparing reports or answering IT and HR requests. We work with GPT, Claude, Gemini, Llama and Mistral, frameworks such as LangGraph, CrewAI and Microsoft Agent Framework, and connect tools through APIs or the Model Context Protocol (MCP).

Agents are capable, and they can also be wrong with confidence. So we start narrow, give each agent only the permissions its job needs, keep people in the loop for anything costly or irreversible, and measure it on real cases before it runs on its own.

BUILT FOR

- Operations teams running repetitive multi-step processes
- Finance teams handling invoices and reporting
- Sales teams that need leads researched and qualified
- Customer support and IT helpdesks
- Companies that tried RPA and hit its limits

FEATURES

What you get with AI Agent Development

01 **Workflow agents**
Agents that run a defined process end to end, such as reading an invoice, matching it to a purchase order and posting it, with exceptions sent to a person.

02 **Tool and system integration**
Connections to your CRM, ERP, helpdesk, databases, email and calendars through APIs or MCP servers, each with its own scoped credentials.

03 **Knowledge access with RAG**
Agents look up your policies, contracts and records through retrieval from a vector database, and cite the source behind each decision.

04 **Memory and context**
Short-term memory for the task in hand and long-term memory of past cases and preferences, stored in systems you control.

05 **Human approval steps**
Approval gates for payments, customer emails, record changes or anything else you choose, so the agent proposes and a person confirms.

06 **Multi-agent systems**
Several specialised agents, for example a researcher, a writer and a reviewer, coordinated so each one checks the others' work.

07 **Copilots for staff**
Agents inside Slack, Teams or your own app that prepare drafts, research and recommendations for an employee to review and act on.

08 **Voice agents**
Phone and voice agents that understand a caller, look up their records and complete simple tasks such as booking or rescheduling.

09 **Evaluation and tracing**
Test suites built from real cases, a trace of every model call and tool use, and dashboards for success rate, cost and time per task.

WHY IT MATTERS

The difference it makes to your business

01 **Work that runs between systems**
Agents take on the copy, check and update steps that sit between your tools and usually fall to a person.

02 **People decide what matters**
Approval steps and narrow permissions keep staff in charge of payments, customer messages and anything that cannot be undone.

03 **Every action explained**
A full trace shows the inputs, the steps taken, the tools called and the results, which makes audits and debugging straightforward.

04 **Free to change models**
A model-agnostic design lets you move to a better or cheaper model later without rebuilding the agent.

HOW WE DELIVER

How we deliver AI Agent Development

01 **Pick a bounded task**
We map one workflow, its systems and its exceptions, and agree what the agent may do on its own and what needs approval.

02 **Design, build and test on real cases**
Tools, permissions, memory, model choice and approval steps are written down before any code. We then build the agent and its integrations and test it on past cases where the correct outcome is known.

03 **Run in shadow mode**
The agent works alongside your team, proposing actions that people approve or correct, so its accuracy is measured safely before it acts on its own.

04 **Widen and monitor**
As accuracy holds, approvals are relaxed where you agree, more tasks are added, and traces and costs are monitored.

FAQ

Questions about AI Agent Development

What is the difference between an AI agent and a chatbot?

A chatbot mainly answers questions in a conversation. An agent plans the steps of a task, uses tools such as your CRM, ERP or email to carry them out, and checks the result. Many projects start with a chatbot and add agent abilities, such as booking or refunds, once the basics work.

Should we use AI agents or RPA?

RPA follows fixed rules on structured screens and data, and breaks when a layout or input changes. Agents handle unstructured inputs such as emails and documents and decide the next step. Many workflows use both: RPA for stable, repetitive clicks and an agent for the steps that need judgement.

Which LLM should our agent use?

It depends on the task, your budget, your security rules and how fast it must respond. We test candidate models from OpenAI, Anthropic, Google and open families such as Llama and Mistral on your own cases, and often use a stronger model for planning and a cheaper one for routine steps.

How long does it take to build an AI agent?

A focused agent for one workflow typically takes 4 to 8 weeks, including testing on real cases. Enterprise or multi-agent systems with several integrations usually take 8 to 16 weeks or more, depending on how many systems are involved and how ready the data is.

How much does an AI agent cost?

Build cost depends on the number of steps and systems, the integrations, the approval and audit requirements and the hosting model. Running cost depends on the model and the number of tasks, and we estimate cost per task during testing so you can compare it with the time it saves.

Can agents run on our own servers?

Yes. With open models such as Llama or Mistral, agents can run in a private cloud or on-premises, so data never leaves your network. Hardware needs depend on the model size and the number of tasks, and we size it with you.

How do you stop an agent from making costly mistakes?

Before it acts alone, it runs in shadow mode, where people approve or correct every action it proposes. After that, spending and rate limits cap the damage a wrong step can do, input checks catch malformed requests, and the trace of every step is reviewed, so mistakes are caught early and can be explained.

What does an agent do when it is unsure?

It stops and hands the case to a person, with what it found so far and why it stopped. Low confidence, an input it has not seen before, a tool error or a request outside its allowed actions all lead to a handover rather than a guess. Handovers are counted on the dashboard, so you can see where the agent needs to improve.

What is MCP, and do we need it?

The Model Context Protocol (MCP) is an open standard for connecting AI agents and assistants to tools and data. A system exposed once as an MCP server can be used by any compatible agent or assistant. It is worth it when several agents, or tools such as Claude or ChatGPT, need the same systems. For a single agent, a direct API integration works just as well.

Which systems can an agent work with?

Any system with an API, such as your CRM, ERP, helpdesk, accounting software, databases, email and calendars, and channels such as Slack, Teams, WhatsApp or your own app. Where a system has no API, an RPA bot can work through its screens for the agent.

NEXT STEP

Find the first task for an AI agent

Tell us about a workflow your team repeats every day and we will show you how an agent would handle it, where people stay in the loop and how we would measure it.

Book a free consultation: https://appsin.ai/book-a-consultation/

WhatsApp or call: +91-9025555584

About AppsInAi

AppsInAi Private Limited is an AI development company in Coimbatore, India. We build generative AI assistants, AI agents, chatbots, machine learning models, computer vision and data platforms on our clients' own data, from a first proof of concept to production, with monitoring and support after launch.

Contact
sales@appsin.ai
+91-9025555584
Housing Unit, Sf No. 393, CMS School Backside, 3rd Street, Nehru Nagar, Ganapathy, Coimbatore 641006, India
https://appsin.ai