

The Agentic Automation Maturity Curve

Where Does Your Support Organization Stand?

Discover how AI Agents evolve from rigid automation to intelligent orchestration & assess your organization's readiness to join the future of customer support.

The Maturity Curve

Level	Name	Description	Capabilities	Assessment Questions
0	Fixed Automation	Rules-based bots, rigid processes	Repetitive task automation	Do you rely on scripted bots?
1	AI-Augmented Automation	AI-enhanced workflows, limited context awareness	AI-assisted task execution	Are your bots using AI to improve suggestions?
2	Context-Aware Agents	Agents understand user intent and context	Personalized interactions, smarter triage	Can your bots personalize based on case history?
3	Collaborative Agents	Multi-agent communication and human-agent collaboration	Agents share context & orchestrate tasks	Do your AI agents collaborate to solve cases?
4	Autonomous Digital Workers	Fully autonomous, self-learning agents	End-to-end case management, adaptive workflows	Do your agents autonomously resolve cases?

How to Use This Curve A Quick Self-Assessment

Which level best describes your current AI automation?



Starting your AI journey with basic automation & AI assistance.

Context awareness is your focus - more personalized support.

Orchestration & autonomy lead your automation strategy.

Tip: Most enterprises currently hover between Levels 1 and 3. The leap to orchestration at Level 3 is where AI Agents become true teammates.

Why Level 3+ Matters The Power of Multi-Agent Orchestration



How SearchUnify Supports Your Growth on This Curve



Ready to move up the curve?

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Learn more