

AGENTIC AI OPERATING SYSTEM FRAMEWORK



qonqa.io

A step-by-step rollout guide to get your entire business running on flawless, autonomous agent workflows — from first audit to full ownership.

THE 6-PHASE ROLLOUT

Every engagement moves left to right through these phases — each one a checkpoint, not a black box.

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PHASE 01

Audit

Map before you automate

DiscoveryProcess MappingOpportunity Scoring

→ Stakeholder interviews across every department, not just IT

→ Full inventory of tools, data sources & where they don't connect

→ Flag repetitive, rules-based & judgment-light tasks agents can own

→ Score opportunities by impact vs. effort to find quick wins

→ Deliver an Automation Readiness Report with a prioritised roadmap

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PHASE 02

Set Up

Design the operating system

ArchitectureAgent DesignIntegration

→ Design orchestrator + specialist agents, memory & tool access

→ Connect agents to your CRM, ERP, helpdesk & comms stack via API/MCP

→ Define guardrails, permissions & escalation paths per agent

→ Build human-in-the-loop checkpoints for high-stakes decisions

→ Stand up a sandbox environment separate from production

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PHASE 03

Testing

Prove it before you trust it

SimulationPilotIteration

→ Run agents against historical data & simulated edge cases

→ Pilot on one real workflow, benchmarked against human output

→ Stress-test ambiguous inputs & failure / fallback behaviour

→ Track accuracy, latency, cost-per-task & escalation rate

→ Iterate prompts, tools & guardrails on pilot findings

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PHASE 04

Security & Compliance

Earn the trust to go live

Access ControlData GovernanceAudit Trail

→ Least-privilege access & role-based permissions per agent

→ Encrypt data in transit & at rest; respect data residency rules

→ Full audit log of every agent action, decision & data touch

→ Align to GDPR/POPIA, SOC 2 & industry-specific requirements

→ Kill-switch & rollback procedure built in from day one

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PHASE 05

Change Management

Bring people with you

CommunicationTrainingAdoption

→ Communicate the 'why' early — agents as relief, not replacement

→ Train staff to supervise, correct & collaborate with agents

→ Redesign roles & SOPs around human + agent workflows

→ Open feedback loops so frontline staff shape improvements

→ Track adoption metrics and address resistance directly

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PHASE 06

Empowerment & Handover

You own it, outright

DocumentationOwnershipScale

→ Full handover: architecture, prompts, playbooks & credentials

→ Internal owner trained to monitor, maintain & extend the system

→ Live dashboard for agent performance, cost & ROI

→ Agreed support/scale plan for new agents & departments

→ Client owns the infrastructure outright — zero vendor lock-in

DISCOVERY & PLANNING → FULL AUTONOMY & OWNERSHIP

01 WHAT YOU GET

Concrete deliverables handed over at the end of every phase.

AUDIT

SET UP

TESTING

SECURITY & COMPLIANCE

CHANGE MANAGEMENT

EMPOWERMENT & HANDOVER

- Automation Readiness Report
- Process Maps
- ROI Model

- Agent Architecture Blueprint + AI
- Live Integrations
- Sandbox Build

- Pilot Results Report
- Accuracy Benchmarks
- QA Sign-off

- Access & Data Policy
- Full Audit Trail
- Compliance Sign-off

- Training Programme
- Updated SOPs
- Adoption Plan

- Documentation Pack
- Live Ops Dashboard
- Support Agreement

02 TOOLS & TECHNOLOGY STACK

The technology layer QONQA deploys and configures on your behalf, phase by phase.

AUDIT

SET UP

TESTING

SECURITY & COMPLIANCE

CHANGE MANAGEMENT

EMPOWERMENT & HANDOVER

- Workflow & Process Mining Tools + AI
- Stakeholder Interview Tools

- Sandbox / Staging Environment
- IAM Provisioning

- Evaluation & QA Frameworks + AI
- Synthetic Data Generators

- Identity & Access Management (IAM)
- Encryption & DLP Tools

- Internal Comms Platform
- LMS / Training Tools

- Live Analytics & ROI Dashboard + AI
- Documentation Wiki

Cross-phase platforms — running underneath every stage after set up.

LLM & Agent Orchestration Platform (e.g. Claude, LangGraph, n8n) + AI

API / MCP Integration Layer

Observability, Logging & Audit Trail + AI

03 FOCUS METRICS

What we track to prove the system is actually working.

AUDIT

SET UP

TESTING

SECURITY & COMPLIANCE

CHANGE MANAGEMENT

EMPOWERMENT & HANDOVER

- Manual hours/week saved (potential)
- Automation opportunity score
- Process cycle time

- Integration coverage %
- Time to first agent live
- Agent uptime

- Task accuracy rate
- Escalation rate
- Cost per task

- Audit coverage %
- Incidents / breaches
- Compliance score

- Adoption rate
- Training completion %
- Employee sentiment

- Time to independence
- ROI realised
- Agent uptime

04 TEAMS INVOLVED

Who needs to be in the room at each stage — on your side and ours.

AUDIT

SET UP

TESTING

SECURITY & COMPLIANCE

CHANGE MANAGEMENT

EMPOWERMENT & HANDOVER

Executive Sponsor / Leadership

QONQA Solutions Team

Operations & Department Heads

IT / Engineering

Legal / Compliance / DPO

HR / People Ops / Team Leads

Internal AI Owner (new role)

05 WHAT SUCCESS LOOKS LIKE

The signal that you're ready to move to the next phase.

AUDIT

SET UP

TESTING

SECURITY & COMPLIANCE

CHANGE MANAGEMENT

EMPOWERMENT & HANDOVER

- Clear ROI case
- Stakeholder buy-in

- Agents live in sandbox
- Connected to real data

- Proven accuracy
- Validated pilot ROI

- Audit-ready
- Board-level confidence

- Team trained & bought in
- Workflows redesigned

- Self-sufficient team
- Scalable, zero lock-in