



AI AND DIGITAL TRANSFORMATION TRAINING

AI Agents and Intelligent Workflow Automation

3 day course

Classroom, online or in-house

Course overview

Automation has moved from scripted steps to systems that decide what to do next, which raises the value and raises the consequence of getting it wrong. This course covers deploying them responsibly. Delegates work through what an agent actually is and where it differs from rule based automation, tool use and integration with the systems an agent must act on, and the task decomposition that makes a workflow reliable. Guardrails receive substantial attention: permissions, approval points, spend limits and the actions an agent must never take alone. Evaluation and monitoring follow, since agent behaviour drifts. The course closes on failure handling, on human handover, and on selecting the processes worth automating this way.

What you will learn

- Distinguish agents from rule based automation and know when each fits
- Integrate an agent with the systems it must act on
- Decompose a workflow so it executes reliably
- Set guardrails including permissions, approvals and limits
- Define the actions an agent must never take without a person
- Evaluate and monitor behaviour over time
- Design failure handling and human handover

Who should attend

- Automation and process improvement staff
- IT and integration developers
- Operations managers evaluating automation
- Risk and control staff reviewing automated processes
- Product owners deploying automation

Course outline

- 01 From scripted steps to systems that decide
- 02 What an agent is and is not
- 03 Tool use and system integration
- 04 Task decomposition and reliability
- 05 Guardrails, permissions and approvals
- 06 Actions that always need a person
- 07 Evaluation, monitoring and drift
- 08 Failure handling, handover and process selection

Upcoming dates

Dates	Venue	Format	Fee per delegate
14 to 16 October 2026	Online	Online	R6,500
4 to 6 January 2027	Windhoek, Namibia	Classroom	R14,950
11 to 13 January 2027	Cape Town, South Africa	Classroom	R14,950
18 to 20 January 2027	Nairobi, Kenya	Classroom	USD 995



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

AfriScience Group | +27 61 536 6531 | info@afriscience.co.za | Pretoria, Gauteng, South Africa