The Process Map

The processes mid-cap companies hand to Domain Agents first — organized by industry

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178 processes already mapped across 19 blueprint process domains and 11 industries, with 67 pre-built Domain Agents ready to run them. This map shows the ones companies start with — and the approvals that keep every one of them safe.

Why a map, and why these processes

Every operations leader has the same week: the same requests, the same forms, the same copy-paste between systems, the same chase for an approval that should have taken ten seconds. The work is not hard. It is relentless — and it crowds out the work your team was hired to do.

The companies getting results from Domain Agents do not start by handing over their hardest, most judgment-heavy work. They start with the processes on this map. Each one shares four traits:

- **High volume** — it happens dozens or hundreds of times a week, so the hours handed back are real.
- **Highly repetitive** — the steps are written down, or could be, in a standard operating procedure.
- **Clear rules** — a person can say exactly what "right" looks like, so an agent can be checked against it.
- **A named approver** — somebody already signs off today, so the agent prepares the work and that person keeps the final say.

That last trait is the whole design. In tacitrun, **every write an agent makes is held for human approval**: the agent reads, gathers, drafts, checks, and prepares — and nothing changes in your systems until a person approves it. Agents start by running alongside your team in shadow mode, so you can watch them work before they touch anything. And on the Enterprise plan, agents and models run inside your own cloud — **local AI: your data never leaves your environment.**

Use this map two ways. Find your industry and see the first processes to hand over. Then use the worksheet on the last page to score your own processes and pick your starting point.

How to read each entry: the process · what the Domain Agent does · what stays held for your approval · the efficiency lever — the measure that improves.

Retail

1. Store replenishment drafting

The agent reads current stock and recent sales for each store and drafts the replenishment order. **Held for approval:** the order itself — nothing is sent to the warehouse or a supplier until a manager approves the quantities. **The lever:** fewer stock-outs and less overstock; managers review a finished draft instead of building the order line by line.

2. Returns and refund decisions

The agent checks each return against your policy — receipt, window, condition — and prepares the decision with the reason attached. **Held for approval:** any refund outside standard policy, and every exception, goes to a person. **The lever:** a consistent policy applied the same way on a busy Saturday as on a quiet Tuesday, with the routine cases cleared in seconds.

3. New product listing setup

The agent takes supplier product data, cleans and enriches it, and prepares the listing for your storefront and internal catalog. **Held for approval:** the listing goes live only after a merchandiser approves it. **The lever:** products reach the shelf and the site faster, with specs entered once and checked everywhere.

4. Price and promotion updates

The agent prepares price changes and promotion setups across systems and flags anything that does not match the promotion plan. **Held for approval:** every price change, before it publishes. **The lever:** no more mismatched prices between the shelf, the register, and the website — and hours of manual checking removed from every promotion.

Consumer goods (CPG)

1. Trade promotion review

The agent matches each promotion claim against the agreed promotion terms and flags the ones that do not line up. **Held for approval:** any payment on a flagged claim. **The lever:** promotion spend stops leaking through claims nobody had time to check.

2. Retailer deduction matching

The agent matches deductions taken by retailers to the promotions and shipments they belong to, and prepares the dispute where a deduction is not supported. **Held for approval:** every dispute submission and every write-off above your threshold. **The lever:** deductions reviewed at full volume instead of sampled — recoveries go up, and the disputes are documented for you.

3. Order and shipment exception handling

The agent watches orders for the usual breakage — short ships, missed windows, address problems — and prepares the response for each exception. **Held for approval:** any customer-facing commitment, refund, or expedite. **The lever:** exceptions surface the day they happen, not when the customer calls.

4. Product specification consistency

The agent compares product specs across your ERP, packaging, and customer-facing catalogs and flags every mismatch. **Held for approval:** any spec change, before it publishes anywhere. **The lever:** one true version of every product; fewer retailer fines and returns caused by wrong information.

Manufacturing

1. Purchase order approval preparation

The agent assembles each purchase request with the quote, the budget line, and the supplier history, checks it against your approval policy, and routes it to the right approver. **Held for approval:** the purchase itself — a person approves every order before it is placed. **The lever:** approvers decide in minutes from a complete packet instead of chasing paperwork across email and spreadsheets.

2. Supplier and certificate tracking

The agent tracks supplier documents — insurance certificates, quality certifications, compliance forms — and starts the renewal chase before anything expires. **Held for approval:** any supplier status change or exception. **The lever:** no production surprise from an expired certificate; the chase work happens without a person living in a spreadsheet.

3. Quality and inspection documentation

The agent collects inspection results, completes the required documentation, and flags results outside tolerance. **Held for approval:** any disposition of flagged material. **The lever:** audit-ready records produced as a by-product of the work, and inspectors spending their time inspecting.

4. Catalog and spec synchronization

The agent keeps product specifications consistent between the ERP and the online catalog your customers and distributors order from. **Held for approval:** any published change. **The lever:** fewer wrong-part orders and returns, and engineering changes reflected everywhere at once.

Insurance — personal lines

1. First notice of loss (FNOL) intake and triage

The agent takes the claim report, gathers the policy details, checks coverage basics, and routes the claim to the right handler with the full picture attached. **Held for approval:** any coverage determination and every customer communication. **The lever:** claims reach the right desk in minutes with nothing re-keyed, and handlers start with the facts instead of a scavenger hunt.

2. Policy document and data checks

The agent compares application data against source documents and flags mismatches before a policy is issued or renewed. **Held for approval:** any correction to a policy record. **The lever:** errors caught before they become premium leakage or a regulator's finding.

3. Renewal preparation

The agent assembles each renewal — current terms, claims history, required notices — and prepares it for review on schedule. **Held for approval:** the renewal offer itself, and any change in terms. **The lever:** no renewal falls through a crack, and underwriters review finished files instead of assembling them.

4. Certificate of insurance renewals

The agent tracks outstanding certificates, prepares renewals, and chases the missing ones. **Held for approval:** any certificate issued. **The lever:** a standing compliance chore runs itself, with a complete trail of who approved what, when.

Insurance — commercial lines

1. Broker submission intake and routing

The agent reads each broker submission, extracts the key facts, and sends it to the right underwriter with the reasons for the routing attached. **Held for approval:** any decline, quote, or broker-facing reply. **The lever:** submissions triaged the day they arrive; underwriters open their day on judgment calls, not inbox sorting.

2. Policy and endorsement data entry

The agent prepares policy and endorsement records from the source documents and checks them against

the binder. **Held for approval:** every record before it is written to the policy system. **The lever:** the re-keying backlog disappears, and the check that used to be a sample becomes a check of everything.

3. Renewal and exposure reviews

The agent assembles the renewal file — exposure changes, loss history, required forms — and flags accounts needing underwriter judgment. **Held for approval:** renewal terms and any non-renewal. **The lever:** renewal season stops being a annual emergency; files arrive complete, in order, on time.

4. Audit and inspection follow-up

The agent tracks premium audits and inspections, sends the reminders, and prepares the follow-up file when responses arrive. **Held for approval:** any premium adjustment. **The lever:** audits close faster and fewer accounts roll into dispute or estimated-audit penalties.

Hi-tech / SaaS

1. Inbound lead routing

The agent routes each inbound lead by territory, company fit, and your routing rules, and flags anything that does not match. **Held for approval:** any change to routing rules and every assignment exception. **The lever:** leads reach the right rep in minutes instead of sitting in a queue; no lead quietly dies unassigned.

2. CRM hygiene

The agent finds stale deals, missing fields, and duplicates, prepares the fixes, and flags deals about to slip before the forecast call. **Held for approval:** every change to the CRM — your reps approve what changes in their pipeline. **The lever:** a forecast built on records that are actually current, without reps spending Friday afternoon scrubbing data.

3. Deal desk review

The agent checks each non-standard deal — discounts, terms, approvals — against deal-desk policy and routes exceptions to the right approver with the policy citation attached. **Held for approval:** every exception and every non-standard term. **The lever:** deals stop stalling in inboxes; approvers see the request and the rule side by side.

4. Support ticket triage and reply drafting

The agent sorts tickets by product and urgency, attaches the customer's history, and drafts replies from your own help center. **Held for approval:** every reply before it is sent, and every escalation. **The lever:** customers get faster first responses, and your team spends its time solving problems instead of sorting the queue.

Private equity

1. Portfolio data collection and reconciliation

The agent collects the monthly and quarterly numbers from each portfolio company, checks them against the prior period, and reconciles them across your CRM and data warehouse. **Held for approval:** any figure before it enters the official reporting pack. **The lever:** the quarterly scramble becomes a standing process; your team analyzes the numbers instead of hunting for them.

2. Deal pipeline hygiene

The agent keeps deal records current — stage, next step, stale items flagged — across the deal team. **Held**

for approval: every change to a deal record. **The lever:** the Monday pipeline meeting starts from facts, and no deal goes quiet without somebody noticing.

3. Portfolio company back-office processes

The same back-office work every company runs — invoice processing, purchase approvals, contract tracking — run as Domain Agents inside each portfolio company, under that company's own approvers. **Held for approval:** every write, held by the portfolio company's own people under its own rules. **The lever:** the value-creation plan's efficiency gains actually happen, process by process, with an audit trail the deal team can see.

4. Reporting pack assembly

The agent assembles the recurring reporting pack — financials, KPIs, commentary placeholders — from the reconciled data. **Held for approval:** the pack itself, before it goes to investors or the investment committee. **The lever:** days of assembly become an hour of review, every period, on schedule.

Healthcare — payer (health plan)

1. Member question routing

The agent reads each member question, attaches the member's history and coverage context, and routes it to the right team. **Held for approval:** every member-facing answer and any coverage statement. **The lever:** members reach the right person the first time, and your team answers with the full picture in front of them.

2. Claims intake checks

The agent checks incoming claims for completeness and the common data errors, and prepares the correction request where something is missing. **Held for approval:** any claim status change and every provider communication. **The lever:** fewer claims bouncing for fixable reasons; examiners work claims, not paperwork loops.

3. Provider document and credential tracking

The agent tracks provider credentials and documents, starts renewals before expiry, and prepares the verification file. **Held for approval:** any credentialing decision. **The lever:** no provider falls out of the network over a missed date, and the file for every decision is complete and auditable.

4. Prior authorization intake preparation

The agent assembles each authorization request — clinical documentation, coverage rules, prior history — and flags what is missing before it reaches a reviewer. **Held for approval:** every authorization decision, by your clinical reviewers, always. **The lever:** reviewers receive complete files; the back-and-forth that delays care and frustrates providers shrinks.

Consumer lending & fintech

1. Application completeness checks

The agent checks every application for missing data and documents the moment it arrives, and requests exactly what is missing. **Held for approval:** any application decision — the agent never decides; it prepares. **The lever:** applications stop stalling in underwriting for a missing document nobody asked for; underwriters open complete files.

2. Document collection and verification preparation

The agent collects borrower documents, checks them against the checklist for the product, and prepares the verification summary. **Held for approval:** every verification conclusion. **The lever:** the document chase — the most repetitive hours in lending operations — runs continuously, with a full record of what was checked.

3. Servicing queue triage

The agent sorts servicing requests by type and urgency, attaches the account history, and drafts the response from your approved language. **Held for approval:** every borrower-facing message and any account change. **The lever:** borrowers get faster, consistent answers; your servicing team handles judgment calls instead of queue sorting.

4. Disclosure and compliance checklist runs

The agent runs the required disclosure and compliance checks on schedule for each account and prepares the exception report. **Held for approval:** every exception and any customer remedy. **The lever:** checks run at full volume, on time, every time — and when an examiner asks, the trail is already there.

Staffing & light industrial

1. New client request qualification

The agent turns each new client request into a qualified lead — role, numbers, shift, location, rate range — and assigns it to the right recruiter desk. **Held for approval:** any client commitment and every rate quoted. **The lever:** requests are worked the hour they arrive, in the right order, by the right desk.

2. Candidate document and credential tracking

The agent tracks each candidate's required documents — identification, certifications, background checks — and chases what is missing before a start date is at risk. **Held for approval:** any candidate status change. **The lever:** fewer day-one no-shows caused by paperwork; recruiters recruit instead of chasing forms.

3. Timesheet collection and exception checks

The agent collects timesheets, checks them against schedules and approvals, and flags the exceptions. **Held for approval:** every exception and any payroll adjustment. **The lever:** payroll runs on clean data, and the Friday timesheet scramble disappears.

4. Client order status updates

The agent prepares the recurring status updates clients expect — filled, in progress, outstanding — from live order data. **Held for approval:** every client-facing update before it is sent. **The lever:** clients stop calling for status because they already have it; account managers spend their time on relationships.

Engineering & construction

1. Submittal and RFI tracking

The agent logs submittals and RFIs, tracks who owes what by when, and prepares the follow-ups as dates approach. **Held for approval:** every external communication and any schedule commitment. **The lever:** nothing ages quietly in a spreadsheet; project engineers see the whole board, current, every morning.

2. Change order documentation

The agent assembles each change order package — scope, pricing support, approvals to date — and checks it for completeness before it moves. **Held for approval:** the change order itself and every price. **The**

lever: change orders stop being where margin leaks; complete packages move faster and disputes have documents behind them.

3. Certificate and compliance tracking for subcontractors
The agent tracks subcontractor insurance certificates and compliance documents across every project and starts renewals before expiry. **Held for approval:** any subcontractor status change. **The lever:** no crew is turned away at the gate over a lapsed certificate, and the compliance file is always audit-ready.

4. Daily report and progress assembly
The agent assembles the daily report — labor, quantities, deliveries, issues — from the day's inputs into the owner's required format. **Held for approval:** the report before it is submitted. **The lever:** an hour of end-of-day paperwork becomes a ten-minute review, on every project, every day. ---

The work every company runs

Whatever your industry, the same back office sits underneath it: **invoice processing (accounts payable), procure-to-pay, billing, contracts, HR administration, and order management.** These are mapped too, and they are often the fastest place to start — the volumes are high, the rules are written down, and the approver is easy to name. If your industry section above feels close to the business but the back office is where the hours actually go, start there.

Score your own processes: the worksheet

You do not need our catalog to pick your first process. Take any process your team runs and score it on three measures, 1 to 5.

Measure	1 (low)	3	5 (high)
Volume — how often does it run?	A few times a month	Weekly	Many times a day
Repetition — how similar is each run?	Every case is different	Same shape, some judgment	Same steps, same rules, every time
Approval risk — what happens if it is done wrong?	Easy to undo, low stakes	Costs money or time to fix	Regulated, contractual, or customer-facing consequences

How to read your score:

- **Volume + Repetition of 8 or more:** a first-wave candidate. These are the processes on this map — hand them over first.
- **Approval risk is not a reason to wait — it is a setting.** A score of 4–5 means the agent prepares everything and a person approves every write, for as long as you want. A lower risk score means you may let the agent run in shadow mode for a shorter period before it starts preparing work for approval. The approval never goes away unless you say so.
- **Volume + Repetition of 5 or less:** leave it with your team for now. Judgment-heavy, low-frequency work is where people earn their pay.
- **No named approver?** That is the one real blocker. Pick who signs off today, or who should — the agent's work is held for that person.

Write your top three scoring processes here: 1. _____ 2. _____ 3. _____

Those three are your starting line — in the order your team feels the pain most.

Start with one process

Pick one process your team dreads. Describe it in plain words — or hand over the standard operating procedure you already have. tacitrun builds the Domain Agents from your own process, in your terminology, under your approval rules. Your team watches it run in shadow mode, and nothing goes live until IT connects it and approves it. Every write stays behind your approval until you decide otherwise — and on the Enterprise plan, the agents and the models run inside your own cloud, so your data never leaves your environment.

See the map for your industry, and the full catalog of 178 mapped processes, at tacitrun.com.

Questions, or want to walk through your worksheet with us? Book a conversation from tacitrun.com — we can give you and your team a live demo of the product.

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