

# AI that takes actions, not just writes them.

Four hours. Custom bots, automations, and one safety review.

# 03

WORKSHOP 3 OF 4 ·  
AGENTIC

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# Where you are in the path

This workshop builds on Workshops 1 and 2:

- **Workshop 1: Foundations.** Use AI as a writing partner. RTCF prompts.
- **Workshop 2: Applied.** Use AI as a tutor and triage assistant in tech work.
- **Workshop 3: Today.** Use AI to take actions across multi-step workflows.

The big shift today: **you stop typing every prompt by hand.** Setup once, return all week.

# What an "agent" actually is

In 2026, "agent" means one of three things:

1. **A custom bot.** System prompt set, runs in a chat UI. (Claude Project, Custom GPT, Poe bot.)
2. **An automation.** Trigger fires, AI step runs, output lands somewhere. (Zapier Zap, Make scenario, n8n flow.)
3. **A browser/computer agent.** AI takes actions in a browser or OS. Read pages, click buttons, fill forms.

All three are agents. Different shapes, different risks.

# Three honest things about agents

01

## **70% works.**

Most agentic demos work 70% of the time. 70% is unsafe for any task with real cost. Plan for the 30%.

02

## **Wrong loudly, not quietly.**

Free-tier agents do not know they are wrong. They produce a confident output every time.

03

## **Failing safely is the work.**

Building agents that do things is easy in 2026. Building agents that fail safely is the actual skill.

PART 01 · THE DAY'S PROMISE

# Six artifacts you take home.

# What you leave with

- A custom CompTIA tutor bot you can use nightly.
- A working job-search automation drafted in Zapier or Make.
- A help desk auto-triage flow tested against a sandbox.
- A safety review of a real browser-agent run.
- One documented failure-mode card.
- A framework for when paid plans earn the cost.

# The agent landscape, 2026

## Custom bot platforms

- Claude Projects (free)
- Custom GPTs (free use, paid create)
- Poe (free)
- Microsoft Copilot Studio (free)

## Automation + browser

- Zapier (free 100/mo)
- Make (free 1000/mo)
- Perplexity (free, research)
- Manus (free w/ limits)

LIVE DEMO · 01

## A custom bot in 5 minutes

Open Claude. Click **Projects**. New project.

Paste:

*You are a CompTIA Network+ tutor. Plain language, patient, worked examples first. Wait for the student's self-rating before suggesting study plans.*

Open a chat. Send a self-rating. Watch what changes.

ACTIVITY · 01

# Build your CompTIA tutor bot

Set the system prompt, test it, tighten it. You leave with a bot you use tonight.

[urbanleague.consultlemieux.com/ws3-agentic/activities](https://urbanleague.consultlemieux.com/ws3-agentic/activities)

30 minutes

Solo

Custom bot

LIVE DEMO · 02

# Chained-prompt automation

Open Zapier. New Zap.

1. **Trigger.** New row in Google Sheet.
2. **AI step.** Extract ATS keywords from the posting.
3. **AI step.** Draft a cover letter using those keywords.
4. **Update.** Write keywords + draft back to the row.

The agent never sends. **You read on Monday morning.**

# Why "agent never sends"

**The agent's job: do the typing.  
Your job: do the judgment.**

The point of human-in-the-loop is the 5-second sanity check on the output before it lands on a real person. Skip that, and your agent will eventually send the wrong message to the wrong person.

**Always. Read. Send.** Three steps. Not two.

## ACTIVITY · 02

# Job-search agent

Build in Zapier or Make. Pull postings, extract ATS keywords, draft cover letters. Add the human-in-the-loop step.

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35 minutes

Solo

First attempt won't work cleanly

## ACTIVITY · 03

# Help desk auto-triage flow

Wire a triage flow that drafts responses for you. Build against a sandbox. Do NOT wire to your real ticketing system.

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35 minutes

Solo

Sandbox only

LIVE DEMO · 03

## A browser agent on a real task

Open Perplexity. Paste:

*Find me five mid-size companies in [city] that hire for junior SOC analyst roles, with salary ranges from public sources, and one distinctive thing about each.*

Watch what it does. Cite-check three claims by clicking the source.

# What goes wrong with browser agents

- **Hallucinated sources.** Real-looking URL, content does not match the claim.
- **Login confusion.** Some agents will offer to log in with your credentials. Never give them work credentials.
- **Action taking.** Some "research" agents will submit forms if asked. Read the docs before asking.
- **Cost on paid platforms.** A complex task can burn \$0.50-\$2 per run. Set budgets.

The right task for an agent today is **research**, not action.

## ACTIVITY · 04

# Browser agent + safety review

Run Perplexity on a real career task. Verify three claims by clicking the sources. Write the safety review.

```
urbanleague.consultlemieux.com/ws3-agentic/activities
```

30 minutes

Solo

Verification is the lesson

PART 02 · THE DISCIPLINE

**Eval, or it doesn't  
ship.**

# Four tests, every agent

For any agent you build, write four test inputs:

01 · Easy

## Clean case

The agent should handle this without breaking a sweat.

02 · Medium

## One missing piece

A real-world case with one piece of context absent.

03 · Hard

## Confusing case

A genuinely confusing input where humans hesitate too.

**Test 04. Must-refuse.** A case where the right answer is "no" or "escalate." This is the most important test.

## ACTIVITY · 05

# Evaluate one of your agents

Pick any agent you built today. Run four tests. Document one failure mode card.

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25 minutes

Solo

The cards are the artifact

# When to pay, intelligently

## Yes, pay when

- You hit free limits during your scheduled work, more than 3 days a week.
- Your workflow does not transfer cleanly to another free platform.
- The cost saved exceeds the monthly fee.

## No, find a workaround when

- You hit limits once or twice a week.
- Your tasks are general; another free tier handles them.
- Your budget would do more good elsewhere (a CompTIA voucher, a paid practice exam set).

## One paid plan, not three

Most early-career users only need **one** paid AI subscription and maybe one paid automation subscription.

If you must pick one paid AI tool: pick the one your most-used custom bot lives on. Switching platforms midway through a study cycle is annoying.

If you must pick one paid automation: usually **Make**, because the free tier is most generous.

# Responsible use in agentic work

Three rules, every agent:

1. **No real credentials.** Never give an agent your work email password, work VPN credentials, banking, or paid-AI API keys you cannot rotate.
2. **No production wiring without approval.** A help desk auto-triage agent on YOUR real ticketing system is your employer's call, not yours.
3. **No auto-send.** The agent never sends to a real person without your read.

These three rules cover 90% of the trouble in 2026.

# Your 30-day plan

## Week 1

### Daily use

Use your tutor or job-search agent every day. Note one thing it gets wrong.

## Week 2

### Eval

Run the four-test eval on the agent you used most.

## Week 3

### Build new

One new agent. Read it back to a friend before deploying.

**Week 4.** Decide: subscribe, rotate, or shelf. Write the reasoning down.

## What's next: Workshop 4

Workshop 3 ties off the agent build. Workshop 4 (Security) is the defensive cyber path.

If you've taken Workshops 1 + 2 + 3, Workshop 4 closes the entry-level career arc:

- Use AI in alert triage.
- Write incident-response comms.
- Prioritize a vulnerability list.
- Pull IOCs from a threat-intel report.
- Draft a real acceptable-use policy.

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# Where to go from here

## Site

[urbanleague.consultlemieux.com/ws3-agentic](https://urbanleague.consultlemieux.com/ws3-agentic)

## Prompt library PDF

</ws3-agentic/resources>

## Cost-and-limits use case

</ws3-agentic/use-cases>

## Questions later

[info@consultlemieux.com](mailto:info@consultlemieux.com)



# Thanks.

You showed up. You did the work.



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GO SHIP THE AGENT