

Turn high-friction workflows into faster, higher-quality operations.

Built By Agents assesses, designs, integrates and monitors custom AI workflows for enterprises and public-sector organisations. Every engagement starts with measurable operational value: time saved, cycle time reduced and output quality made more consistent.

25+	First-party	Custom
founder-reported hours saved per week across the combined internal system	method developed inside an 8-figure Australian e-commerce business	consultation-led, custom-scoped and custom-quoted engagements

Where we create value

Reduce manual handling Automate repeatable classification, retrieval, preparation, routing and system-update work.	Improve quality and consistency Apply approved sources, rules, templates and review thresholds while escalating exceptions.	Shorten cycle times Keep high-volume work moving across intake, validation, action and hand-off.
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Workflow capability

E-commerce operations	Customer and order workflows, high-volume email, reporting, monitoring and exceptions.
Customer and constituent operations	Voice, enquiry and service workflows with approved context and escalation.
Email, document and case handling	Classification, extraction, validation, preparation and accountable routing.
Reporting and executive operations	Recurring information gathering, anomaly detection and structured updates.
Cross-system coordination	Permitted updates, hand-offs and evidence-backed exception management.

Governed by design

Approved context. Permitted actions. Human approvals and escalation. Logged outcomes. When authority, confidence or information is missing, the workflow escalates instead of guessing.

From operational problem to controlled evidence.

01	Operational assessment	Baseline volume, handling time, delays, rework, systems, owners, boundaries and value at stake.
02	Custom scope and business case	Define the target outcome, integrations, controls, measures, acceptance criteria and commercial proposal.
03	Controlled pilot	Build and test the workflow with approved data, permitted actions, human escalation and logged outcomes.
04	Operate and scale	Review measured performance and exceptions before widening authority or adding workflows.

First-party evidence: Otto at Luxo Living

Operating environment An 8-figure Australian e-commerce business.	Workflow range Voice, email, reporting, monitoring and repeatable operating processes.	Reported outcome Winston Tu reports more than 25 hours saved per week across the combined system.
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Evidence boundary: the 25+ hour figure is founder-reported, covers the combined internal system, has not been presented as independently audited, and is not a client benchmark or guarantee. Outcomes vary by workflow, data, integrations, controls and adoption.

Commercial model

Every engagement is consultation-led, custom-scoped and custom-quoted. Pricing reflects workflow complexity, integrations, data access, controls, testing, change requirements and operating support. Security, compliance, data residency and system compatibility are confirmed in the relevant proposal rather than assumed.

Bring us the workflow and the business impact.

Request an operational AI assessment at builtbyagents.ai/get-started

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