

# Anatomy of an AI Agent

Inside an AI Agent: How Intelligent Automation Works



AI Agents are autonomous digital assistants designed to understand, reason, and act—enhancing support operations and improving CX.



## How do they work?

Here's a breakdown of their six key components:

## Core Components of an AI Agent

01

### Perception – Understanding Inputs

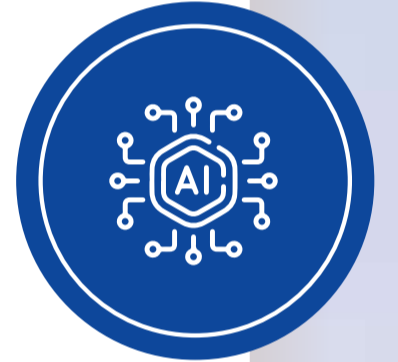
- Processes text, voice, and interactions
- Detects customer intent and sentiment



02

### Reasoning – Intelligent Decision-Making

- Uses AI and historical data to analyze queries
- Predicts the best next step



03

### Action – Executing Tasks

- Resolves queries or assists agents
- Automates workflows, updates CRMs, and escalates when needed



04

### Knowledge – Powering Intelligent Responses

- Accesses company-wide knowledge bases
- Delivers precise, context-aware solutions



05

### Learning – Getting Smarter Over Time

- Adapts from past interactions
- Optimizes responses and decision-making



06

### Communication – Seamless Collaboration

- Works across chat, email, voice, and enterprise platforms
- Supports agents and customers in real time



Want to explore how our [Library of AI Agents](#) can fit into your support strategy?

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