

— CUSTOMER STORY

The ticket queue stopped growing faster than the team.

Growth outran the runbook

Order volume doubled two years running. Headcount for the platform team didn't. The gap got filled the usual way — more tickets sitting longer, more context rebuilt from scratch each time someone finally picked one up.

The situation — A backlog that punished consistency

Nothing here was a fire. It was just a lot of the same small fires, over and over:

- Container restarts and crash loops in checkout services followed the same three or four patterns, diagnosed fresh each time.
- Tickets sat in a shared queue with no enrichment, so the first fifteen minutes of anyone's shift went to figuring out what a ticket even meant.
- The engineers who wrote the original runbooks had mostly moved to other teams, so the documents existed but nobody trusted them.
- Cleanup tasks — old snapshots, idle test environments — got batched into a quarterly sprint because nobody had time for them weekly.

The move — Start with the objective, not a platform migration

The team picked two everyday objectives — investigate a crash loop, and clean up unused cloud disks — and described them in plain language. Agent Builder drafted the workflows; the team tuned the compose step and set approval gates before turning anything loose.

"We didn't sit down and design an agent. We described what a good Tuesday afternoon fix looks like, and it built the first draft from that."

— STAFF ENGINEER, PLATFORM TEAM

— DEPLOYMENT SNAPSHOT

SECTOR

Global online retailer

ESTATE

Checkout, cart, fulfillment services

START POINT

Two described objectives

AUTONOMY

Cleanup automatic; restarts gated

SPECIALISTS USED

Compute, Storage, ITSM

GOVERNANCE

Approval on production restarts

SETUP

Light discovery, existing ITSM connected

INTEGRATIONS

Kubernetes, Jira, Slack

— ILLUSTRATIVE IMPACT

60%

LESS TRIAGE

45%

FASTER START

\$18

PER RUN

- **The objective is the spec.** A plain-language description is enough to draft the first working version.

- **Gates make speed defensible.** One well-placed approval step let the rest run without a fight over trust.

— HOW IT WAS BUILT

Describe

Two objectives written in a sentence each — investigate the crash loop, reclaim unused disks — became draft workflows within the hour.

Compose

The team added a flow-control branch for the two crash-loop root causes they actually see, plus a human checkpoint before any pod gets force-restarted in production.

Govern

Restarts in production require a named approver; disk cleanup in non-production runs unattended within a fixed monthly ceiling.

Promote

Both workflows now run as standing agents with defined success thresholds, so a new hire inherits the pattern instead of re-learning it.

— WHAT CHANGED

BEFORE AGENT BUILDER

- Crash loops diagnosed from scratch each time
- Tickets sitting unenriched in a shared queue
- Runbooks nobody fully trusted anymore
- Cleanup deferred to a quarterly sprint
- New hires re-learning tribal knowledge by osmosis

WITH AGENT BUILDER

- Crash-loop root causes tested automatically, restart gated
- Tickets arrive enriched with context attached
- Runbook logic encoded and versioned in the agent
- Disk cleanup running on a fixed monthly rhythm
- New hires inherit a working pattern on day one

— WHERE THE CHANGE CAME FROM

The objective was the whole spec

Writing the fix as a sentence turned out to be enough of a starting point — the workflow draft did the rest of the structuring.

Gating beat waiting

Requiring approval on the risky step let the team automate the other nine steps without a governance debate.

Promotion made it durable

Turning a working draft into a standing agent meant the fix outlived the engineer who first described it.

— WHY THIS MATTERS IN E-COMMERCE & RETAIL

Objective-led workflow drafting

Compute Specialist

Storage Specialist

Approval-gated restarts

ITSM ticket enrichment

Versioned promoted agents

Fixed cleanup ceilings

Full run audit trail

— BOTTOM LINE

Agent Builder let a stretched platform team turn two everyday fixes into standing agents without a migration project — and the backlog stopped outgrowing the team.

Customer anonymised at their request; profile and quotation are representative of a deployment in this sector, not a named engagement. Outcomes are illustrative, not measured benchmarks, and vary by estate size and configuration. © 2026-2027 LumioOps.AI.

Put Agent Builder to work.

Describe an objective, watch it draft the workflow, and promote what works into a standing agent.

GET IN TOUCH
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PLAYGROUND
Try it, no setup

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