

Domain	Primary architecture layer	Key capability required	Tool consideration
Customer service	Agent layer + orchestration	State management, escalation routing, CRM integration	Purpose-built platforms with deep CRM connectors
IT operations	Orchestration + governance	Multi-system alert correlation, audit trails, role-based access controls (RBAC)	Platforms with strong observability and policy enforcement
Supply chain	Knowledge/data + orchestration	Real-time data feeds, multi-tier memory, cross-system triggers	Platforms with enterprise data connectivity and provenance tracking
All domains	Governance layer	Cross-platform visibility, business KPI monitoring	Dataiku Agent Management: connects to agents across Copilot, Bedrock, Salesforce, LangChain, Snowflake Cortex, Databricks, and n8n, evaluating against business outcomes rather than uptime