

The Agent Charter: the definitive "Service Level Agreement" (SLA) between the human team and their digital teammate. This document translates the abstract D.E.S.I.G.N. protocol into a concrete operational blueprint.

Instructions: Use this summary table to brief IT, Legal, and the end-users on exactly what the agent is hired to do—and what it is forbidden from doing.

EXAMPLE: THE INNOVATETECH PROPOSAL ASSISTANT

SECTION	COMPONENT	DETAIL
D - DEFINE	Mission	Automate data aggregation and initial drafting of sales proposals to accelerate cycle time.
	Scope	In-Scope: Parsing RFPs, Salesforce enrichment, drafting from templates. Out-of-Scope: Approving pricing, legal advice, client commitments.
E - EQUIP	Tools	Document Parser, Salesforce Connector, Pricing Database (RAG).
	Knowledge	Product_Catalog.pdf, Case_Studies.md, Brand_Voice.md.
S - STRUCTURE	Trigger	User clicks "Generate First Draft."
	Logic	1. Ingest RFP \$\to\$ 2. Retrieve CRM Data \$\to\$ 3. Apply Win Theme \$\to\$ 4. Draft Content.
I - INSTRUCT	Rules	Negative Constraint: NEVER invent a discount >5%. Style: Professional, concise, active voice.
G - GOVERN	Testing	Stress-tested against 50 historical RFPs for accuracy and tone compliance.
	KPIs	Time-to-Draft < 5 mins. Data Accuracy > 98%.
N - NAVIGATE	Handoff	Escalate IF: Request implies legal risk OR pricing exceeds authority. Action: Halt and refer to the manager.