

How I Use Agentic AI

Khamsay Phimmasanh-Baig · Founder, AskKhamsay · Microsoft 365, SharePoint, and Power Platform consultant · In IT since 1998

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From asking to handing off

I've worked in IT since 1998. A lot of technology has promised to change how I work. This is the first in years that actually did, and it shows up in my day every day.

Most people meet AI as a chat box. You ask, it answers, and the rest of the job is still yours.

Agentic AI works more like a capable assistant. You hand it a goal instead of a list of steps. It works out the steps, does them, uses the same tools you would, like email and documents, and checks its own work. A well-set-up assistant checks back with you before anything important happens.

A CHAT BOX

- Answers one question at a time
- Waits for you to say what's next
- Gives you words, and you do the work
- Sees the question, not the goal

AN ASSISTANT

- Takes a goal and plans the steps
- Does the steps on its own
- Uses email, documents, and the web
- Checks its work, then checks in with you

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My AI team

I run a small team of AI assistants, and each one has one job. They draft. They don't send. When they finish, they tell me what they did, so I always know where things stand.

Between them they cover email replies, customer replies, blog and newsletter drafts, social posts, bookkeeping drafts, and research.

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The tools that build for me

Lovable

builds and updates [AskKhamsay.com](https://askkhamsay.com)

A website builder. I describe the change in plain words. It plans the work, updates the pages, and fixes its own mistakes. I review everything in preview before it goes live.

Claude Code

builds custom tools

Writes code, so I can build tools that don't exist yet. My ModelPulse app is one of them.

Manus

all-purpose helper

For the odd research question or one-off task.

The rest of the kit

ChatGPT and Gemini for writing and ideas. Grok Imagine for images. Canva for on-brand graphics.

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The rules I don't bend

The more an assistant can do, the clearer the rules need to be. Mine are short.

1. I say yes first. Nothing gets sent, posted, or bought without my OK.
2. Nobody approves for me. An assistant never says yes on my behalf.
3. No stored passwords. My assistants don't keep them.

I teach the same rules in my "Use ChatGPT Safely" workshop: 60 minutes, live on Microsoft Teams, \$27 per seat.

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Why I keep it small

I work one-on-one or with small groups. My workshops cap at five people.

Five is enough for real questions and small enough that nobody gets lost. I walk each person through the steps hands-on.

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What this means for you

Everything in this note runs my own business, under the rules above. I bring the same approach to clients, along with my years of Microsoft 365 and SharePoint work.

WANT TO SEE THE RULES IN PRACTICE?

"Use ChatGPT Safely" workshop

A live 60-minute workshop on Microsoft Teams, capped at five people, \$27 per seat.

See the next session · askkhamsay.com/workshop

Khamsay Phimmasan-Baig (she/her) · Founder, AskKhamsay