

8 questions for your SaaS provider before you buy their AI

The enterprise intelligence layer. Before buying an AI add-on, test how it handles your business context, permissions and exceptions. Use these eight questions to structure a vendor evaluation.

Ask for demonstrations, not assurances. Treat incomplete answers as unresolved requirements.

01

Can my agent call your system?

"Not 'do you have an assistant'. Do you expose an API, CLI or MCP connection, read and write, under permissions I control?"

02

Does your AI know my business, or only your module?

"Can it take context from outside your product: my rules, my exceptions, my other systems?"

03

Where does the judgment live?

"If I've captured how my best category manager decides, can I bring that logic to your agent, or is it locked in your model?"

04

Who owns the decision log?

"Every recommendation, action and override: mine, exportable, complete enough to explain six months later?"

05

What leaves with you if I leave?

"Prompts, captured knowledge, tuned behaviour, history. Say it in writing."

06

Which model, and can I choose?

"Whose reasoning engine sits underneath, how fast do you adopt a better one, can I bring my own?"

07

How does your agent coordinate with my other vendors' agents?

"If you use multiple agents, whose guardrails win when they disagree?"

08

What is the handoff rule?

"When does your agent stop and hand back to a person? Do I set that line, or have you set it for me?"

BEFORE PROCEEDING

Demonstrate the required capabilities, limits, costs and controls on your own data and a representative case. Eight answers are an evaluation starting point, not a buying rule.