



One Use Case, Read Across Two Families

Use case: customer feedback automation — incoming feedback is classified, routed, logged, and the team notified. The same use case, read through the five questions against two platform families.

Reading question	Power Automate workflow-first family	n8n agentic automation family
What can it do?	Broad trigger-and-action automation, 1,000+ connectors, embedded AI via AI Builder. Handles “feedback arrives → classify sentiment/topic → route → log → notify” as a reliable, high-volume fixed or AI-augmented sequence.	Mature agentic behaviour via the AI Agent node (the full agent anatomy from Unit 1), plus custom JavaScript when a node falls short. Lets an agent read each piece of feedback and decide the path.
Where does it stop?	At fully agentic behaviour. The AI is discrete tasks, not a reasoning core choosing its own path. If the system must decide its own next step (escalate, draft a reply, ask for more info), it reaches Power Automate’s edge.	At approachability. The flexibility that makes it powerful raises the skill floor; not a fit for a team with no appetite for technical configuration.
What are the risks?	Strong governance for organisations already on Microsoft 365; data stays inside the Microsoft service boundary. Predictable compliance posture.	Self-hosting option gives strong data control, balanced against the responsibility of running your own infrastructure.
What does it cost?	Per user or per flow depending on plan; predictable for steady-state, high-volume processing.	By execution volume on cloud plans, or your own hosting costs if self-hosted.
Who is it for?	Organisations already in the Microsoft ecosystem running a fixed or AI-augmented feedback workflow (Shape A/B).	Teams with some technical fluency building fully agentic feedback handling (Shape C) that needs flexibility and data control.

The same use case lands in different families. Fixed or AI-augmented feedback handling → Power Automate. Fully agentic feedback handling → n8n. Same use case, different family — because the shape of the work is different.