000 001 002 003 AGENTOCCAM: A SIMPLE YET STRONG BASELINE FOR LLM-BASED WEB AGENTS

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ABSTRACT

Autonomy via agents based on large language models (LLMs) that can carry out personalized yet standardized tasks presents a significant opportunity to drive human efficiency. There is an emerging need and interest in automating web tasks (e.g., booking a hotel for a given date within a budget). Being a practical use case itself, the web agent also serves as an important proof-of-concept example for various agent grounding scenarios, with its success promising advancements in many future applications. Meanwhile, much prior research focuses on handcrafting their web agent strategies (e.g. agent's prompting templates, reflective workflow, role-play and multi-agent systems, search or sampling methods, etc.) and the corresponding in-context examples. However, these custom strategies often struggle with generalizability across all potential real-world applications. On the other hand, there has been limited study on the misalignment between a web agent's observation and action representation, and the data on which the agent's underlying LLM has been pre-trained. This is especially notable when LLMs are primarily trained for language completion rather than tasks involving embodied navigation actions and symbolic web elements. In our study, we enhance an LLM-based web agent by simply refining its observation and action space, aligning these more closely with the LLM's capabilities. This approach enables our base agent to significantly outperform previous methods on a wide variety of web tasks. Specifically, on WebArena, a benchmark featuring general-purpose web interaction tasks, our agent AGENTOCCAM surpasses the previous state-of-the-art and concurrent work by 9.8 (+29.4%) and 5.9 (+15.8%) absolute points respectively, and boosts the success rate by 26.6 points (+161%) over similar plain web agents with its observation and action space alignment. AGENTOCCAM's simple design highlights the LLMs' impressive zero-shot performance in web tasks, and underlines the critical role of carefully tuning observation and action spaces for LLM-based agents.

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1 INTRODUCTION

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AI agents leveraging large language models (LLMs) show great potential in automating repetitive and programmatic tasks and thereby alleviating human workloads [\(Gao et al.,](#page-10-0) [2024;](#page-10-0) [Xi et al.,](#page-11-0) [2023;](#page-11-0) [Yang et al.,](#page-11-1) [2024\)](#page-11-1). LLMs showcase remarkable capabilities in perception, reasoning and planning primarily due to their pre-training and post-training. However, their effectiveness is significantly constrained when task-specific observation and action representations diverge from the parametric knowledge encoded during training of LLMs. For instance, in web-based tasks, these agents perform notably below human levels [\(Zhou et al.,](#page-11-2) [2023b;](#page-11-2) [Koh et al.,](#page-10-1) [2024a\)](#page-10-1).

048 049 050 051 052 053 To improve web task performance by LLM-based agents, recent work focuses on designing better agent policies with either handcrafted prompting templates [\(Sodhi et al.,](#page-11-3) [2024\)](#page-11-3) or hard-coded autoprompting strategies [\(Fu et al.,](#page-10-2) [2024;](#page-10-2) [Wang et al.,](#page-11-4) [2024\)](#page-11-4). While those pre-defined strategies can be effective for certain tasks, they struggle to generalize to diverse websites and varying skill requirements. Another emerging trend is to adopt sampling or search algorithms for a dynamic exploration of web navigation actions, which reduces dependence on pre-defined strategies but increases the cost on LLM inferences. [\(Koh et al.,](#page-10-3) [2024b;](#page-10-3) [Zhang et al.,](#page-11-5) [2024;](#page-11-5) [Pan et al.,](#page-10-4) [2024\)](#page-10-4).

Figure 1: Overview of AGENTOCCAM. Unlike previous work that works intensively on designing compound LLM policies, we enhance the web agent simply by aligning the web interaction action and observation space with the functioning LLM's acquired knowledge and skills during its training.

071 072 073 074 075 076 077 078 079 In this work, we aim to enhance an LLM-based web agent's proficiency by optimizing the textbased task understanding and reasoning of existing LLMs, rather than refining the agent strategies. Automating web tasks is challenging, as the agent needs to *i)* accurately extract information from web pages with varying formats and encoded scripts, and *ii)* issue appropriate embodied actions, selecting from those defined merely on web (e.g. scrolling, clicking, or hovering over buttons). These web observation and action spaces are less common in both, the pre- and post-training data of LLMs, preventing the LLMs from fully realizing their potential in accomplishing general-purpose web tasks. Therefore, we study how to properly tune the observation and actions for LLM-based web agents, to align them with the functioning LLMs capacities learned during pre-training.

080 081 082 083 084 085 086 087 As shown in Figure [1,](#page-1-0) our proposed method comprises of three components: *i)* We reduce nonessential actions to minimize the agent's embodiment and trivial interaction needs; *ii)* We refine the observation by eliminating redundant and irrelevant web elements, and restructuring web content blocks for more succinct yet as informative representations; *iii)* We introduce two planning actions (branch and prune), which enables the agent to self-organize navigation workflow with a planning tree, and use the same structure to filter the previous traces for history replay. We implement these components by generic rules that applies to all types of markup-language-formatted web pages, without leveraging task-related information on the test benchmark.

088 089 090 091 092 093 094 095 096 By combining the three techniques mentioned above, our proposed agent AGENTOCCAM performs substantially better on web tasks across websites in the WebArena environments [\(Zhou et al.,](#page-11-2) [2023b\)](#page-11-2). AGENTOCCAM outperforms the previous state-of-the-art approach by 9.8 absolute points $(+29.4\%)$ and surpasses concurrent work by 5.9 absolute points $(+15.8\%)$. Notably, unlike most prior work, we do not use any in-context examples, additional online search or sampling, nor specialized prompting templates or agent roles to play well. In contrast, AGENTOCCAM delivers such strong performance with an unexpectedly simple approach: letting the LLM issue actions within the processed and augmented observation and action spaces. Compared with a similar plain web agent without these proposed observation and action space changes, AGENTOCCAM increases the success rate by 26.6 absolute points $(+161\%).$

097 098 099 100 101 102 103 In summary, the primary contribution of this work are as follows. First, we develop a new state-ofthe-art agent, AGENTOCCAM, for web tasks. On the WebArena benchmark consisting of 812 tasks across five diverse websites (e.g., shopping, searching on a forum), AGENTOCCAM outperforms previous and concurrent work significantly. Second, we shed light on the strong zero-shot performance of LLMs on web tasks with our simple agentic workflow, in sharp contrast to many more complex compound agent policies. Last, our work on aligning the observation and action spaces is orthogonal to agentic strategies and can be combined with future advances in that aspect.

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¹AWM supports two scenarios: in offline scenarios it directly leverage an offline dataset, and in online scenarios it relies on a domain-specific evaluator from [Pan et al.](#page-10-4) [\(2024\)](#page-10-4) which requires offline data to train.

Essential Components	Task-specific Strategies	Additional Module	In-context Examples	Offline Data	Online Search
AutoGuide (Fu et al., 2024)	N _O	YES	YES	YES	NO.
SteP (Sodhi et al., 2024)	YES	YES	YES	N _O	NO
AutoRefine (Pan et al., 2024)	NO.	YES	YES	YES	YES
LM-Tree Search (Koh et al., 2024b)	N _O	YES	YES	YES	YES
AWM (Wang et al., 2024)	NO.	YES	YES	YES ^T	NO
WebPilot (Zhang et al., 2024)	NO	YES	YES	NO	YES
AGENTOCCAM	N _O	N _O	N _O	N _O	N _O

Table 1: Comparison of essential components for different web agents.

2 RELATED WORK

122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 LLM-based Web Agent Advances in large language and multi-modal foundation models have significantly boosted the development of autonomous agents to solve web tasks. Techniques translating LLMs to powerful decision-making agents [\(Yao et al.,](#page-11-6) [2022b;](#page-11-6) [Shinn et al.,](#page-11-7) [2024\)](#page-11-7) have led to progress in web agents, and have inspired many techniques that design inference time agent strategies. Many prior approaches improve the agent system by designing modular systems with specialized LLMs or roles, aiming to break down complex tasks [\(Sun et al.,](#page-11-8) [2024;](#page-11-8) [Prasad et al.,](#page-10-5) [2024\)](#page-10-5). Other works leverage LLMs to extract common patterns from examples or past experience [\(Zheng](#page-11-9) [et al.,](#page-11-9) [2023;](#page-11-9) [Fu et al.,](#page-10-2) [2024;](#page-10-2) [Wang et al.,](#page-11-4) [2024\)](#page-11-4). However, this line of work often relies on pre-defined control hierarchy, prompt templates or examples to act accurately in the test environments. For example, SteP [\(Sodhi et al.,](#page-11-3) [2024\)](#page-11-3) utilizes a stack-based approach for dynamic multi-level control in the web tasks but relies on task-specific atomic policies with environment-related information hardcoded in prompt template. Another line of work focuses on improving web agents' performance by leveraging more online examples from the environments. Many of them [\(Zhou et al.,](#page-11-10) [2023a;](#page-11-10) [Zhang](#page-11-5) [et al.,](#page-11-5) [2024;](#page-11-5) [Putta et al.,](#page-11-11) [2024\)](#page-11-11) adapt Monte Carlo Tree Search (MCTS) methods, expanding intermediate states (tree nodes) in one task repeatedly by multiple trials over that task. Among them, WebPilot [\(Zhang et al.,](#page-11-5) [2024\)](#page-11-5) also adds a global optimization layer for high-level planning. [Koh](#page-10-3) [et al.](#page-10-3) [\(2024b\)](#page-10-3) use a trained value function to guide search and to back-trace on the task execution tree. Auto Eval and Refine [\(Pan et al.,](#page-10-4) [2024\)](#page-10-4) trains a separate evaluator, and improves the task execution using reflective thinking [\(Shinn et al.,](#page-11-7) [2024\)](#page-11-7) on past trials in the same task. However, sampling or resetting multiple times in the same task, not only increases the inference cost significantly, but also limits its applicability when failed task is not revocable. As a comparison, we highlight the simplicity of our method and its difference with related agent approaches in Table [1.](#page-2-0)

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Fine-tuned or Trained Models for Web Tasks Fine-tuning language or multimodal models for web tasks is another effective approach to enhance decision-making capabilities on the web tasks [\(Yin et al.,](#page-11-12) [2024;](#page-11-12) [Hong et al.,](#page-10-6) [2024;](#page-10-6) [Lai et al.,](#page-10-7) [2024;](#page-10-7) [Putta et al.,](#page-11-11) [2024\)](#page-11-11). Although fine-tuning promises more adaptivity and optimization space, the size of task-specific fine-tuned models is often not comparable with the most powerful closed-source models. As for training models to follow natural language command on the computer or the web, there is also some early research before LLMs emerged, using semantic parsing [\(Artzi & Zettlemoyer,](#page-10-8) [2013\)](#page-10-8), reinforcement learning [\(Branavan](#page-10-9) [et al.,](#page-10-9) [2009\)](#page-10-9) and imitation learning [\(Liu et al.,](#page-10-10) [2018;](#page-10-10) [Humphreys et al.,](#page-10-11) [2022\)](#page-10-11). However, those finetuned agents, limited by the base model's capacities, fail to match those constructed with LLMs.

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155 156 157 158 159 160 161 Simulated Web Agent Environments Web agent development has been supported by increasingly complex web simulators for training and evaluation. These range from basic platforms like MiniWoB [\(Shi et al.,](#page-11-13) [2017\)](#page-11-13) and its extension MiniWoB++ [\(Liu et al.,](#page-10-10) [2018\)](#page-10-10), to more sophisticated environments such as WebShop [\(Yao et al.,](#page-11-14) [2022a\)](#page-11-14), WebArena [\(Zhou et al.,](#page-11-2) [2023b\)](#page-11-2), and Visual-WebArena [\(Koh et al.,](#page-10-1) [2024a\)](#page-10-1). These simulators progressively incorporate real-world complexities, from simple form-filling to tasks across multiple full-featured websites. In this work, we focus only on the text modality, and use WebArena to evaluate our method's task success and generalizability as it contains different types of websites and task-intents in a single suite.

162 163 3 PROBLEM FORMULATION

164 165 166 167 168 169 170 171 172 173 174 175 We formalize the web interaction process by a Partially Observable Markov Decision Process (POMDP, [Littman](#page-10-12) [\(2009\)](#page-10-12); [Spaan](#page-11-15) [\(2012\)](#page-11-15)): $\langle O, S, A, P, R, p_0, \gamma \rangle$. In POMDPs, an observation $o \in \mathcal{O}$ consist of information that the agent receives from the web environment, e.g. HTMLs, as well as any instructions and prompts. In this work, we consider the text modality only. A state $s \in S$ denotes the whole underlying (unobserved) state of the agent and the environment such that the state transition is Markovian. An action $a \in \mathcal{A}$ is either a command recognized by the web environment, or any other unrecognized token sequence that will lead to staying in the current state. P denotes a deterministic state transition function that records the change in the webpage state given the current state and agent action. R is the reward function that decides the success or failure of the agent's sequence of actions. In the WebArena environment used in our work, the reward is only assigned at the end of an agent-web interaction episode. p_0 denotes the initial state distribution which is uniform over 812 tasks in WebArena and discounting factor γ is set to 1.

176 177 178 179 180 181 182 183 184 185 186 187 188 To solve POMDP, a common goal is to find a decision policy $\pi(a_t|h_t)$ maximizing the expected cumulative reward, where h_t denotes the observation history $\{o_0, o_1, ..., o_t\}$. In LLM-based web agent design, that is translated to designing a policy $\pi(a_t|h_t)$ with the help of one or more base LLM policy π_{LIM} and a set of algorithmic modules. In this work, we work on a special class of policies that can be expressed as: $\pi(g(a_t)|h_t) = \pi_{\text{LLM}}(a_t|f(h_t))$, where f and g are rule-based functions that process the observation (including action instructions) and actions for the LLM policy. We name it the observation and action space alignment problem. Notice that under such problem setting, all of our changes apply only to the observations and the actions. We emphasize not all agent strategies in previous approaches can be represented in this way. For example: search-based algorithms require a control program on the top to select actions and trigger back-tracing; methods with evaluators, reflective thinking or memory modules also necessitate a managing center to alternate between the main LLM and these helper segments or role-playing LLMs. In contrast, we aim to answer the following question in our work: Can we build a strong web agent with the base LLM policy π_{LLM} by optimizing only the observation and action mapping f and g?

4 METHOD

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192 193 194 195 196 197 198 199 200 Rather than introducing any new modules or hierarchical structures on top of the base LLM, our method focuses on a simple web agent workflow that inputs the web observations to a generalpurpose LLM-API and uses the LLM outputs as actions directly. In this section, we describe the process of aligning web navigation tasks, which necessitates embodiment knowledge, with the predominantly static and text-centric nature of LLM training. Section [4.1](#page-3-0) discusses our strategies (summarized in Figure [2\)](#page-4-0) for refining the action space to be more compact and reducing the need for the agent's embodiment capabilities. Section [4.2](#page-5-0) outlines our methods (summarized in Figure [4\)](#page-5-1) for condensing web content descriptions to be both brief and informative, and identifying key web elements and relevant steps for retention to organize the agent's memory in a pertinent manner.

201 202 4.1 ACTION SPACE ALIGNMENT

203 204 205 206 207 208 209 210 211 212 A web agent's action space defines the valid commands it can use to interact with web environment. Based on our observation of common failure modes in web agents, there are two key problems that need to be solve by editing the action space: *i)* removing irrelevant actions that LLMs struggle to understand and frequently misuse, and *ii)* improve the memorization and planning ability when the task execution requires navigating multiple potential paths to successfully execute. We propose that the first can be corrected simply by removing and combining actions. The second one was often solved in the previous work by handcrafted rules or strategies, making these approaches hard to generalize. In this work, we address the second problem by adding actions to allow the LLM to autonomously generate plans and manage the task workflow. Both of these proposed solutions are explained in details below and in Figure [2.](#page-4-0)

213 214 215 Simplifying the Action Space. First, we eliminate actions that can be replicated using similar actions or replace multiple actions by one action with the same expressiveness (illustrated in Figure [2](#page-4-0) step 1). Specifically, we remove the noop action, signifying "no operation", as a distraction to the agent in most cases. Similarly, tab operations, which manage the focusing, opening, or closing of

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Figure 2: In aligning the action space with LLM pre-training, we only retain high-utility actions and lessen the demand for advanced embodiment skills (steps 1 and 2). Additionally, we incorporate planning steps, allowing the agent to *autonomously* manage task breakdown and execution (step 3).

235 236 237 238 239 240 241 242 tabs are removed because they are only needed in a limited cases of multi-site tasks requiring two tabs. Furthermore, we limit page navigation actions like $q \circ \text{forward}$ and $q \circ \text{to}$, as their utility is greatly constrained by the agent's poor memory of the relationship between a page's URL and its content. By eliminating these less effective actions, our goal is to minimize distractions and boost the agent's concentration on more meaningful operations. In addition, we introduce the note action, allowing the agent to record key observations for subsequent conclusions, and the stop action, enabling the agent to autonomously conclude the trajectory with answers. We also add a go home command for multi-site tasks, enabling the agent to navigate directly to the homepage where all available sites are listed.

243 244 245 246 247 248 249 250 251 252 253 254 255 Second, we eliminate actions that heavily require embodiment knowledge and simplify low-level actions into more abstract operations as shown in Figure [2](#page-4-0) step 2. In particular, we reduce commands that LLM-based agents struggle with unless provided with detailed context-specific guidance, like hover or press (the latter is for pressing key combinations, often shortcuts). To properly use these actions requires LLMs to have embodied thinking of the current scenario, especially regarding the mouse position, which it has not acquired during the training. Additionally, we remove the σ action, opting instead to load the full page content as the web state. This change is in response to our observation that agents tend to engage in aimless and repetitive scrolling when an essential link is not visible at the top of the page, wasting steps without making progress. Furthermore, we streamline the agent's interaction with drop-down menus; instead of selecting the menu and then an option, a single click command with the ID of desired option now suffices. The list of all actions in original and reduced action space are shown in Table [3,](#page-8-0) together with the frequency they are taken in different agents.

256 257 258 259 260 261 262 263 264 265 266 267 268 269 Planning via Generation. Web tasks often requires solution that requires navigating multiple paths (e.g. extracting information from one page and submitting it to another page, like the task of creating a refund request on the contact us page for a broken product (task template 154), which requires parsing the order ID and refund amount from the order pages). We propose adding of two actions (branch and prune) to generate plans in a tree structure and save them for future observations. As Figure [2](#page-4-0) step 3 shows, the LLM-generated plans starts with a root node being the objective of the task. The branch action will generate new subplans under the current node, decomposing highlevel objectives into smaller, more manageable subgoals. Conversely, the prune action allows the agent to give up the current sub-plan (often after repetitive failed attempts) and seek for alternatives. Together with the branch and the prune actions, the LLM can edit the planning tree autonomously. Note that these two planning actions are of no difference from the native navigation actions in the web environment (e.g. click, type) and the LLM is free to choose when to take these actions to update the plan. The generated plan provides a context for future action generation and enhances the consistency of actions in one trajectory. This approach leverages the intrinsic planning ability in LLM itself. We argue that this increases the generalization performance as this design has minimum dependency on prior knowledge.

Figure 3: The components of our web navigation agent's prompt. It includes a general instruction outlining the task and the desired output, as well as online task information providing the current goal, the agent's past interactions, and the latest observations. Notably, the sections on previous interactions and current observation use the most tokens. These can be attributed to two main factors: the length of the pages and the extent of history span, with current observation primarily depending on page length and past interactions on both page length and history span.

Figure 4: To align the task's observation space with the base model's pre-training, we condense a single-page length by removing unnecessary texts that repetitively describe the web page's functionality and layout (step 1), and by identifying page elements relevant to the task for the agent to remember (step 2). Additionally, we optimize the agent workflow memory through a stacked planning tree, viewing each new plan as a separate goal and excluding past steps' information dedicated to previous plans to enhance memory conciseness (step 3).

4.2 OBSERVATION SPACE ALIGNMENT

312 313 314 315 316 317 318 The observation space of web agents consists of task objectives, instructions, previous interaction, the current web text descriptions or screenshots (see Figure [3](#page-5-2) and Appendix [C](#page-14-0) for our agent). Among them, previous interactions and current web content consumes the most number of tokens, which scales with the length of a single page and the length of history. This often results in a long context window, which not only increases the LLM inference cost but also poses challenges for LLM to extract related information accurately. Therefore, our primary focus in refining the observation is to target these two aspects. Additionally, the alignment of observations is outlined in Figure [4.](#page-5-1)

319 320 321 322 323 Simplifying Web Page Observations. The content on web pages are represented in HTML or accessibility tree format in most text-only web agents. These formats are designed towards front-end loading and rendering, containing numerous formatting tokens making them lengthy and repetitive, as illustrated in Figure [4](#page-5-1) Step 1. Our goal is to optimize the representation to make it more readable to LLMs in one single page. Specifically, we merge function-descriptive web elements (e.g., StaticText [761] 'My Account') with interactive elements that share the same la**324 325 326** bel (e.g., link [1312] 'My Account'). We then convert table and list blocks to Markdown, eliminating repetitive structural tokens (e.g., columnheader, gridcell). Consequently, we achieve a more concise representation while keeping the same information.

327 328 329 330 331 332 333 334 Replaying Observation History Selectively. Taking observation history as input is important for decision-making agents to act consistently for tasks needing long horizons, given the prior that the observation state only contains partial information about the environment's state. For web tasks, it is also important to include both observation and action history as some key information may not be displayed on the current page. However, the observation history will also significantly scale up the context length and increase reasoning difficulty as well as inference cost. We address this issue by only selecting the most important and related information on previous web page, according to two rules based on the "pivotal" nodes (defined later) and the planning tree.

335 336 337 338 339 340 341 342 343 344 345 First, we observe that only small amount of content on a web page is pertinent to a specific task among several steps and is worth to replay in future steps. For example, in tasks requiring the agent to find all reviews with in three months, it is unnecessary to keep other reviews or some unrelated links like Contact Us on the page. Thus we employ a simple rule to identify this small amount of content by leveraging the tree structure of web data (e.g. accessibility tree). To do this, we first instruct the agent to pinpoint the crucial web elements denoted as "pivotal" nodes, every time the agent generates an action. The agent is then programmed to include only the pivotal nodes' ancestor nodes (indicating their global hierarchy and position), sibling nodes (providing immediate context), and descendant nodes (offering detailed characteristics) in the future observations as illustrated in Figure [4](#page-5-1) Step 2. This effectively narrows down the volume of data and level of noise passed to future context of LLM inference.

346 347 348 349 350 351 Second, we observe that not all previous steps' observation needs to be noted during the inference of future step. Thus we can leverage the planning tree generated by the agent itself to keep the agent's focus sharp. Specifically, when the agent initiates a branch action to develop a new plan, we treat this new plan as a separate goal. Steps taken for earlier plans and their observations will be dismissed in the current plan's observation window, as depicted in Figure [4](#page-5-1) step 3. This allows the agent to focus only on information dedicated to the current plan for a sub-task.

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5 EXPERIMENTAL RESUTS AND ANALYSIS

355 356 357 358 359 360 361 362 363 364 365 366 Environment. We utilize WebArena [\(Zhou et al.,](#page-11-2) [2023b\)](#page-11-2), an interactive web simulator, as our benchmark. WebArena consists of fully functional websites from four common domains: ecommerce platforms (OneStopShop), social forums for idea and opinion exchange (Reddit), collaborative software development (*e.g.* GitLab), and content management for creation and management of online data (online store management). The platform additionally includes utility tools: a map, a calculator and a scratchpad, and Wikipedia to enable human-like task-solving. The benchmark consists of 812 tasks generated from 241 templates. A template here is a parametric form of a task intent, allowing for multiple instantiations with different values. Each task is accompanied by a specific evaluator/reward function that programmatically checks the correctness of the final information with respect to the desired ground truth information and the alignment of intermediate actions with the overall task objective ^{[2](#page-6-0)}. We use $GPT-4-turbo-2024-04-09$ [\(Achiam et al.,](#page-9-0) [2023\)](#page-9-0) to build our AGENTOCCAM.

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368 369 370 371 372 373 374 375 Baselines. We compare AGENTOCCAM with the following prior and concurrent work: 1) WebArena agent: the Chain-of-Thought (CoT) prompted agent included in the WebArena benchmark [\(Zhou et al.,](#page-11-2) [2023b\)](#page-11-2). 2) SteP [\(Sodhi et al.,](#page-11-3) [2024\)](#page-11-3): a stack-based approach on top of 14 human-written atomic strategies tailored to solving WebArena. 3) WebPilot [\(Zhang et al.,](#page-11-5) [2024\)](#page-11-5): a multi-agent, multi-level MCTS based agent that reports state-of-the-art overall performance on WebArena. 4) Agent Workflow Memory (AWM) [\(Wang et al.,](#page-11-4) [2024\)](#page-11-4): a method automatically summarizing workflow from past experience. SteP has made their code and interaction trajectories public. Hence, we are able to fully replicate the agents from WebArena and SteP with $GPT-4-turbo$ in identical web

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²We identified and corrected errors in the original evaluators, with details discussed in Appendix [A.](#page-12-0) Our approach outperforms the baseline methods with both original or corrected evaluators.

Table 2: Comparison of the success rate (SR) of AGENTOCCAM with baseline agents on WebArena.

Figure 5: Ablation study of AGENTOCCAM's action and observation space refinement. We incrementally add refinement components and evaluate their marginal performance gains.

environments as our methods, for a fair comparison.^{[3](#page-7-0)} WebPilot and AWM, being concurrent works with this paper, do not yet provide source code or resulting trajectories, limiting our analysis of these works to just reporting the aggregated performance numbers included in their technical reports. Our analysis focuses on SteP as it is the most performant method prior to this work.

403 404 405 406 407 408 409 410 Question 1: How well does AGENTOCCAM perform? As seen from the results in Table [2,](#page-7-1) our agent AGENTOCCAM, which optimizes the action and observation space, now sets a new SOTA on the WebArena benchmark. It increases the overall success rate from 37.2% to 43.1%, a 15.8% relative improvement over best results among previous and concurrent work. We observe that AGENTOCCAM not only accomplishes tasks in the template that is previously unsolvable, like updating personal information on OneStopShop (task template 165), but it also raises the success rate for templates with mixed results previously, such as setting a homepage URL on a GitLab profile (task template 331). This is further illustrated in Figure [6](#page-14-1) in the appendix.

412 413 414 415 416 Question 2: How much does each observation and action space change contribute to AGEN-TOCCAM? We evaluate the contribution of each component in AGENTOCCAM described in Section [4](#page-3-1) to its overall success by incrementally integrating them into the vanilla agent (WebArena-Replication) and assessing the marginal performance gain shown in Figure [5.](#page-7-2) The details of each incremental experiment are as follows:

417 418 419 420 421 422 *i)* Removal of non-essential actions (↓ **Actions**): Narrowing the action space can reduce the level of distraction for LLM policies and significantly improves performance across all tested web-sites as shown in Figure [5.](#page-7-2) By removing rarely used actions like tab focus, go forward, hover and press, the agent spends less steps wandering around and explores more efficiently using actions such as click and type. Table [3](#page-8-0) shows it reduces hundreds of hover and goto actions while significantly increase the number of click and type.

423 424 425 426 427 428 *ii)* Disabling scrolling (**Above + X Scrolling**): We observe that LLM policies tend to use scroll up and down often when they do not know what to do (since these action are revertible). Consequently, it significantly delays the task execution and causes looping over in certain tasks. As a result, disabling the scrolling action and passing the entire page to agent proves advantageous, especially for GitLab and Reddit tasks. However, this strategy increases the number of observation tokens, which will be addressed by subsequent refinements.

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> ³In our experiments, we note that all agents can occasionally fails due to errors from the WebArena simulator, such as exceeding posting rate limits in Reddit or the login expires. In that case, we restart the experiments.

⁴We remove stop in the statistics for the vanilla WebArena agent as this action is excluded in their officially defined action space. However, their agent is allowed by code to generate stop to end the trajectory.

432 433 434 435 Table 3: Action statistics for the ablation study of AGENTOCCAM's components. Each number in the table represents the frequency of an action across all the tasks within the experiment setting. Actions noop, go forward, tab focus and tab close are not included since they are not used even once in vanilla agent and removed in our method.

451 452 453 454 455 *iii)* Simplifying web page elements (**Above + Obs Opt.**): We remove redundant text and web format as show in Figure [4](#page-5-1) Step 1. This results in fewer tokens in the context window, as outlined in Table [4.](#page-8-1) It helps the agent focus on web elements crucial to task success across all websites and boosts the performance on all task types, except on Gitlab, where this sometimes leads the agent to overlook simpler solutions (task id 394).

456 457 458 459 460 461 *iv)* Selective replay of web elements in one page (**Above + History**): In this experiment, we follow step 2 shown in Figure [4](#page-5-1) to add a subset of elements from previous web pages as history. We observe that it allows the agent to avoid repetitive actions in tasks, significantly decreasing the steps needed for task completion as demonstrated in Table [5.](#page-9-1) However, this addition slightly hurts performance in tasks with dense single-page content or those requiring navigation across multiple pages, as shopping and Reddit tasks success rate drops by 3.2 and 6.0 points.

462 463 464 465 466 467 468 469 470 *v)* Planning via generation and selective replay of past pages (AGENTOCCAM; **Above + Planning**): We introduce actions branch and prune to generate actions and exclude historical steps not in the current sub-plan from the current prompt context. This results in performance gains in tasks across nearly all websites, alongside a reduction in the required observation tokens. The actions branch and prune are both primarily used in correcting a failed strategy and trying an alternative path. For example, in the task of identifying the nearest national park to Boston (task id 265), the agent employs a branch action to adopt an alternative search strategy after a failed search attempt. In a GitLab task (id 563) the agent after multiple failed attempts uses the Create project button opts for a prune action to explore other methods.

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472 473 474 475 476 Question 3: Could the power of AGENTOCCAM be combined with other agentic strategies? A natural question to ask next is if we can combine these changes with other common agent strategies or prior work, since the changes in observation and action space are orthogonal and complementary to them. We showcase two example studies to answer this question: one with the SteP method [\(Sodhi et al.,](#page-11-3) [2024\)](#page-11-3) and another action selection method with LLM-as-a-judge.

477 478 479 480 481 482 483 484 The judge method is motivated by our observation of the high variation from the agent's behavior. In some key steps, the agent has certain probability of generating the correct action but often failing to do so, making it hard for the agent to recover from later pages. For instance, when tasked with identifying the most suitable subreddit for posting (task template 6100), the AGENTOCCAM agent tends to hastily choose less relevant subreddits and gets stuck there. To address this, we direct the AGENTOCCAM to generate all possible suitable actions instead of one action at each step. These action candidates are then evaluated by another LLM (GPT-4-turbo as well) prompted to be play the role of a judge and select the best action. The prompts for the judge are included in Appendix [C.](#page-14-0)

485 Table [6](#page-9-2) shows that a AGENTOCCAM + SteP agent, enhanced with task strategies, outperforms the standalone SteP method but doesn't match AGENTOCCAM's base performance. Additionally, com-

Exp.	All	Shopping	Shopping Admin	GitLab	Map	Reddit	Multisite	
Vanilla	6.2	6.2	6.6	5.9	5.7	7.4	4.4	
J Actions	13.3	10.6	14.3	14.8	11.9	15.2	13.7	
Above + X Scrolling	12.7	9.0	14.0	14.8	12.7	13.0	14.0	
Above + Obs Opt.	12.0	8.5	13.2	15.4	10.2	12.1	13.2	
Above + History	8.6	5.6	9.6	10.3	8.3	7.6	12.9	
AGENTOCCAM	9.0	6.7	9.2	10.8	8.5	8.6	13.4	

Table 6: Success rate (SR) of AGENTOCCAM combined with agent strategies on WebArena.

502 503 bining AGENTOCCAM with a judge role through an action prediction and selection pipeline rectifies some of the base agent's behavioral misconduct.

504 505 506 507 508 509 510 511 512 513 514 515 516 By analyzing the trajectories of each method, we observe that the task-specific strategy like SteP can help when the strategy fits the task requirement. For example, in the task of "Draft an email to the shop owner via their contact us function for a coupon as ${reason}$ " (task template 163), the AGENTOCCAM + SteP and SteP agents excel by prompting the agent explicitly not to click the submit button after drafting, where AGENTOCCAM fails to follow. However, for tasks outside the designed strategies, these hints can mislead the agent, leading to 2 points drop in overall success rate of AGENTOCCAM + SteP compared to AGENTOCCAM only. An example is task 639, where the agent, guided by SteP's instruction "Under forums, you will see only a subset of subreddits. To get the full list of subreddits, you need to navigate to the Alphabetical option.", repetitively navigates away from the appropriate subreddit, and generates reasons for its action selection that "Clicking on the 'Alphabetical' link will help us access a more comprehensive Reddit list.", demonstrating how hard-coded strategies can distract the agent and hurt generalizability.

517 518 519 520 521 522 523 The AGENTOCCAM + Judge agent, combining the AGENTOCCAM's generated action list with the second opinion from a LLM judge increases its overall success rate by 2.6%, by completing tasks where it may well fail due to intermediate decision flaws. For example, in choosing the right subreddit for a post (task template 6100), the base AGENTOCCAM might hastily pick from an initial list, whereas the AGENTOCCAM + Judge agent conducts a thorough search using post keywords or explores the entire forum list before drafting the post. This approach minimizes errors due to rushed decisions, increasing the likelihood of successfully completing task series.

6 CONCLUSION

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527 528 529 530 531 532 533 534 535 In this paper, we proposed a simple but efficient LLM-based web navigation agent AGENTOCCAM that refines its observation and action space by making them more readable and friendly to the LLMs trained on language. Compared with other agent methods, AGENTOCCAM shows a surprising simplicity in its policy workflow design with no additional modules, LLM calls or in-context example requirements. Despite its simplicity, AGENTOCCAM outperform prior and concurrent work on WebArena by 9.8 (SteP) and 5.9 (WebPilot) absolute points respectively. Our result underlines that it is important to keep the agent architecture simple for its generalizability, unless an additional module is necessary, echoing the principle of Occam's razor. In summary, we hope AGENTOCCAM provides both strong groundwork as well as insights for the future research and development of web agents.

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648 A EVALUATOR RECTIFICATIONS

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We only modify the evaluator when it's deemed erroneous due to the wrong task labels or misuse of

651 652 653 654 655 656 657 658 659 660 661 662 663 664 evaluating functions. When the task definition and corresponding evaluation metric match to some extent but might be misleading to most agents and even to human, we still keep the original ones to ensure the slightest reasonable changes. We emphasize that we re-implement WebArena's base agent SteP's agent with the same web environment and modified evaluators as AGEN-TOCCAM for a fair comparison. For example, we keep the evaluators of shopping tasks defined with template 163, requiring the agent to "Draft an email to the shop owner via their contact us function for a coupon as $\{$ reason $\}$ ", which doesn't explicitly specify whether to submit the drafted email. However, the evaluator is defined to assess the not yet submitted email. All capable LLM-based agents we have tested, which have been aligned to be helpful, will for sure submit the email if not directly prompted to behave in the way the evaluator desires, leading the email field to be blank and thus failing those tasks. Another example of this kind is the Reddit task asking the agent to find the most appropriate subreddit to post (task template 6100), where the assessment of appropriation is very subjective. In all those tasks, we follow the original evaluators, though their evaluation outcomes are arguably questionable.

665 666 We categorize our evaluator modification into two classes, namely label errors and improper evaluation function selection, raise representative examples for each class, and list all the changes made.

667 668 669 Label errors: We find there exist evaluator definition errors and some typos in the correct answers. In the later cases, the tasks always require exact matching, where any well-aligned LLM-agent would correct those typos in their generation. We thus rectify those errors:

670 671 672 673 674 675 676 *i*) Evaluator definitions contain errors. For example, in the Reddit task 584, the evaluator would open up the wrong page for the evaluation. Another case in point is the shopping task 261, where the url match evaluator is constrained to identifying one correct url (<server host>:7770/electronics/headphones.html), misjudging the same page (of the identical content) with a different url (<server host>:7770/electronics.html?cat=60). Tasks fall in this category include: 261-264, 707-709, 584.

677 678 679 *ii*) The answer contains typos or grammatical errors. For example the is car necessary in NYC in task 601, or the budge in task 603. More tasks of this kind include: task id 489, 583, 601, 603, 606, 608.

680 681 682 Improper evaluation function selection: Evaluator problems are more obvious in this case with the following types:

683 684 685 686 687 688 689 690 691 692 693 694 695 696 *i)* Use the exact match function that compares whether the answer given by a human label-er and the answer returned by the agent is identically the same. Errors occur when the agent returns a fullform or a more complete answer, where the evaluators' labels cannot match. For example, in Reddit task 644 that requires the agent to post a meeting notice with the meeting date, where the keyword match for such date is exactly the Dec 15th, where the evaluator would judge other answers like December 15th as incorrect, where we change the keyword matching to one that could match both Dec 15th and December 15th. (In other cases with a single answer, we simply replace exact match with fuzzy match, which for instance in task 254 it could match 4125785000 with the agent's answer The phone number is 4125785000; or replace exact match with must include, which for instance in task 363 it could match 778m with the agent's answer 778 m.) It also demands that the answer should strictly include expressions like $virtual$ meetup, where the agent might add other words in the virtual and meetup. In that sense, we also split the keyword virtual meetup into two separate keywords, i.e., virtual and meetup. Tasks of this kind include: task id 146, 178-182, 254, 308-312, 330, 363-367, 415-418, 528-532, 640-649, 653-657, 679.

697 698 699 700 701 *ii*) Use the poorly defined fuzzy match function, that would view the answer returned as unqualified for the missing-from-expression answer exploration process, or assess answers with more detailed answers as partially correct (reward=0). We thus shift our prompt for the $fuzzy_matrix$ function from: *"Help a teacher to grade the answer of a student given a question. Keep in mind that the student may use different phrasing or wording to answer the question. The goal is to evaluate whether the answer is semantically equivalent to the reference answer."* to *"Help a teacher to grade*

702 703 704 705 706 *the answer of a student given a question. Keep in mind that the student has executed the actions to get the answer. They are allowed to use different phrasing or wording to answer the question. The goal is to evaluate whether the key points in the reference answer are included in the student's answer. We allow answers with additional information that doesn't contradict the reference answer and review them as fully (not partially) correct."*

707 708 709 710 711 712 713 714 *iii*) Misuse the fuzzy match function by splitting the keyword list for matching into a list, where each of the keyword and the entire answer, would be evaluated as partially correct (reward=0). In other words, no answer would be assessed as the correct answer (even the gloden-standard answer itself) due to such evaluator function misuse. This could be inferred from the function and the evaluator's definition. Tasks of this type include: task id 16-20, In such tasks, we simply merge the list of keywords into a string, concatenated with "; ". For instance, for task 16, the previous fuzzy match field is ["driving: 2min", "walking: 16min"], and we modify it to ["driving: 2min; walking: 16min"].

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Table 7: Action statistics.

Table 8: Average number of steps per task across all WebArena sites.

Table 9: Average observation tokens per step across WebArena sites.

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B ADDITIONAL EXPERIMENT DETAILS

736 737 738 739 740 741 742 We include the trial statistics for experiments that combine AGENTOCCAM with other compound agent policies like SteP's strategies and our newly proposed Judge agent. Specifically, [7](#page-13-0) shows these well performing agent are equally open to web environment exploration, actively issuing environment-changing actions like click and type. Not surprisingly, the AGENTOCCAM + SteP agent frequently issuing un-interactive actions like hover. From Table [8,](#page-13-1) we can observe that AGENTOCCAM finish the task with the fewest steps, often yielding a task result with 9 steps. Last, from Table [9,](#page-13-2) those three agents' token consumptions are of comparative orders of magnitude.

743 744 745 746 747 748 749 750 As shown in Figure [6,](#page-14-1) agents that combing AGENTOCCAM with compound agent policies possess different behavioral success patterns. For AGENTOCCAM + SteP, it benefits in tasks where the agent could easily be guided with detailed instructions, such as shopping tasks, with more success (green) blocks and denser success rate in tasks defined with the identical templates. However, it falls short in tasks that require generalizable skills like shopping admin tasks, and in tasks where task-specific strategies distract, like reddit tasks. On the contrary, AGENTOCCAM + Judge agent shares similar patterns with the AGENTOCCAM agent except that some of the success blocks are denser, thanks to the behavior rectification enabled by the action generation and selection pipeline.

751 752 In addition, we add the success rate figures of the ablation studies in Table [10,](#page-14-2) which has been visually represented in Figure [5.](#page-7-2)

753 We attach the trajectory logs for the experiments of AGENTOCCAM, AGENTOCCAM +SteP, AGEN-

754 755 TOCCAM +Judge, and ablation study of simplifying web page elements (Above + Obs Opt.) in supplementary, since agent behaviors in some tasks were referred to in the main text. We cannot attach logs of other experiments due to the space limit of supplementary material.

Figure 6: Success patterns of AGENTOCCAM (leftmost in each sub figure), AGENTOCCAM + SteP, and AGENTOCCAM + Judge (rightmost) across different sites on WebArena. The y-axis represents task ids, with green indicating successful trials and grey indicating unsuccessful trials. Notably, tasks defined with the same templates are clustered together.

Table 10: Comparison of the success rate (SR) of AGENTOCCAM with baseline agents on WebArena.

Agent	Model	$SR(\%)$	Shopping	Shopping Admin	GitLab	Map	Reddit	Multisite
		(#812)	(H187)	(H182)	(#180)	(4109)	(#106)	(#48)
Vanillar	GPT-4-Turbo	16.5	16.6	15.9	10.0	22.9	21.7	16.7
L Actions	GPT-4-Turbo	25.9	23.5	23.6	24.4	34.9	33.0	12.5
Above $+ X$ Scrolling	GPT-4-Turbo	31.7	26.2	25.3	35.0	33.0	52.8	14.6
Above + Obs Opt.	$GPT-4$	37.1	35.8	37.4	26.7	45.0	57.5	16.7
Above + History	$GPT-4$	38.2	33.7	40.1	31.7	50.5	51.9	14.6
AGENTOCCAM	GPT-4-Turbo	43.1	40.6	45.6	37.8	46.8	61.3	14.6

C AGENT PROMPTS

We list all agent prompts.

790 C.1 AGENTOCCAM

The general prompt template:

• With planning

795 796 797 798 799 800 801 802 803 804 805 You are an AI assistant performing tasks on a web browser. You will be provided with task objective, current step, web page observations, previous plans, and interaction history. You need to issue an action for this step. Generate the response in the following format: {output_instructions} You are ONLY allowed to use the following action commands. Strictly adheres to the given format. Only issue one single action.
If you think you should refine the plan, use the following actions:
{planning_instructions} Otherwise, use the following actions: {navigation_instructions} • Without planning

806 You are an AI assistant performing tasks on a web browser.

- **807** You will be provided with task objective, current step, web page observations, and other relevant information.
- **808** You need to issue an action for this step.
- **809** Generate the response in the following format: {output_instructions}

The general prompt template:

 You are a seasoned web navigator. You now assess the value and risk of serveral web navigation actions based on the objective,
the previous interaction history and the web's current state.
Then, you select the action with the most value and least risk with which you would earn the maximum objective fulfillment reward in the future. Adhere to the following output format: {output_instructions} Note that 'branch' and 'prune' are planning actions that will modify the PREVIOUS PLAN section and won't interact with the web environment. Output specifications: • Plan progress assessment: Review critically why the plans have not been fulfilled or the objective achieved. Justify your assessment with detailed evidence drawn from the objective, observations, and actions taken. Itemize the assessment using this format: "- plan $[\{\text{plan_id}\}] \ \ n\t{ \{step_ids_taken_for_this_milestone} \}$ [{concrete proof from observation}] [{why milestone a not successful}]\ n\t[{step ids taken for this milestone}] [{concrete proof from observation}] $[\{\text{why_milestone_b_not_successful}\}\]\ \n\text{h.t.."}$. • Action assessment: Assess the value and risk of each action. Consider both the bestcase and worst-case outcomes resulting from its implementation. Itemize the assessment using this format: "- action [action id]: [action value, including but not limited to what outcomes you can expect by executing the action, or whether the note is of the most correct and comprehensive content] [action risk, including but not limited to whether the note/stop content is correct, and whether you can gather more information by continuing playing rather than ending the trial] [best_case] [worst_case]". • Action selection: List the numerical id of your selected action here. You can only choose one action. E.g., "1".