SERVICE GUIDE

How Ampity runs your AI workforce after launch

Getting an AI employee live is the start of the work. This guide explains what changes when a role moves from implementation into ongoing operation, and what Ampity keeps doing under the agreed support coverage and change scope.

Implementation and ongoing operation are different jobs

	Implementation	Ongoing operation
Purpose	Design the role and get it working reliably on your real work	Keep it accurate, within authority and within budget as your business changes
Main activities	Role charter, KRAs and authority; connectors and checks; teaching processes and examples; supervised onboarding	Monitoring; context upkeep; connector changes; error handling; KRA and budget reviews; agreed improvements
How it is scoped	A defined build scope in the written proposal	Agreed support coverage and change scope for the term
Who decides	You approve the charter, authority and acceptance rules	You set priorities. Ampity runs the operating work and reports on it
What you see	Onboarding reviews, corrections and sign-off	Regular reviews of results, issues, changes and cost

Why ongoing operation matters

AI work tends to degrade quietly when nothing maintains it. A field is renamed, a process changes, a source document goes out of date, or a provider changes its plan limits. The output can still look plausible, so problems surface late. Ongoing operation exists to find and fix these things on purpose, before your team has to.

What does not change after launch

- The AI provider and tool accounts stay in your name, and your data stays in your systems unless the configuration says otherwise.
- Delegated authority changes only when you approve it, and it is written into the role charter.
- Ampity works only within the access agreed for each role.

What Ampity maintains

Maintained context

A role's business knowledge is kept as maintained material in its configuration, not left in old conversations.

- Processes, rules and exceptions, written down and versioned.
- Examples of good work, including reviewed corrections, which are retested when they change.
- Source references: which system or document is the authority for each kind of fact.
- Reviewed when your process changes, and on the agreed review cadence.

Connector and system changes

- Changes detected through failed checks or monitoring are investigated and fixed within the agreed coverage.
- Planned changes on your side, such as a new CRM field, a new pipeline stage or a migration, should be shared early so they can be scoped and tested.
- Connector changes are tested before the role relies on them again.
- New systems, new integrations and new channels are change requests, scoped separately.

Errors and retries

Situation	What happens
A tool or system call fails temporarily	It is retried within the agreed limit, then reported if it still fails
A check fails after the work is done	The work is not marked complete. It is held, corrected, or raised as blocked
Input is missing or unclear	The role asks a named person a specific question instead of guessing
A step would go outside authority	It stops and sends the decision, with context, to the named person
A provider limit is reached	Work queues or pauses under the agreed rule and you are told. Extra usage is used only within the agreed budget
The same kind of failure repeats	The cause is investigated, the fix is tested, and a check or example is added

Retry limits, queue rules and notification channels are set per role during design and documented in its configuration.

Reviews, coverage and handover

Role, KRA and budget reviews

- On an agreed cadence, review each KRA against the definition in the role charter: accepted outputs, quality, timeliness and escalations.
- Review total operating cost per accepted result against the role budget, using the usage records each provider or tool supports.
- Decide changes together: widen or narrow authority, add or remove responsibilities, or adjust the budget.
- Record each decision in the charter, so the configuration and the agreement stay in step.

Coverage and change scope

Usually part of ongoing operation	Usually a scoped change request
Monitoring and investigation of failed checks	New responsibilities or a new role
Fixes to agreed connectors and checks	New systems, integrations or channels
Context and example upkeep	Large redesign of a process
Scheduled KRA and budget reviews	New reporting or analytics beyond the agreed set
Small adjustments inside the agreed scope	Work that needs new access, API use or infrastructure

Support hours, channels, response expectations and the change process are written in your proposal. The split above is a typical starting point, not a fixed rule.

Handover and continuity

- Documentation is kept current: role charters, authority, configurations, connectors, checks and known issues.
- Work is documented so it does not depend on one person.
- If the engagement ends, documentation and configurations are handed over as the contract sets out, ownership and licensing of custom components follow the proposal, and Ampity's access is removed and confirmed.

Next step

Ask for an ongoing service outline for the roles you are considering. It shows the coverage, review cadence and change process we would propose.

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