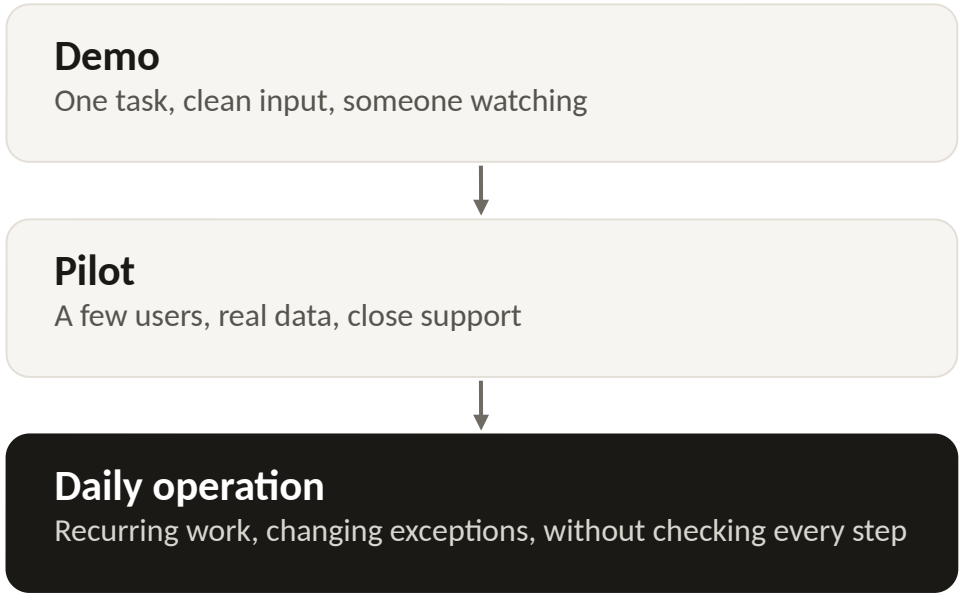
AMPITY

AI WORKFORCE BY AMPITY

# Why AI rollouts stall after the demo

Six operational risks that can affect any AI implementation, and how to run AI work so it holds up every day.




**Where the risks appear**

- No defined job
- Missing business context
- Unclear authority
- Unchecked output
- Hidden running cost
- Nobody maintaining it

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THE GAP

# A demo proves the task. Daily operation needs an owner

## What a demo shows

- A clean example input
- One task, done once
- Someone watching every step
- The model at its best

## What daily operation needs

- Recurring responsibilities someone owns
- Your exceptions, customers and rules
- Written authority for what it may do alone
- Proof the work is finished
- A cost you can measure per result
- Upkeep as systems and processes change

Each need on the right maps to one of the six risks on the next slide.

SIX OPERATIONAL RISKS

# What stalls in practice

### No defined job

The AI can do many things but owns none of them, so nobody notices when work stops.

### Missing business context

It handles the standard case, then stalls on your exceptions, customers and terms.

### Unclear authority

Either everything waits for approval, or something goes out that should have waited.

### Unchecked output

Work is reported as done, and a manager still opens the CRM to make sure.

### Hidden running cost

Usage, retries, corrections and supervision time are paid for but never counted per result.

### Nobody maintaining it

A field is renamed, a process changes or a connector breaks, and quality drops quietly.

These risks apply to any AI implementation, whichever platform, partner or team delivers it.

THE CORRECTIVE APPROACH

# How we run AI work so each risk has an operating control

| Risk | How we run it | Ask any provider |
|---|---|---|
| **No defined job** | A role charter: responsibilities, KRAs, who it reports to and works with | Which responsibilities will it own, and who reviews the results? |
| **Missing business context** | Supervised onboarding. Reviewed corrections become maintained examples and are retested | How are processes and examples taught and kept current? |
| **Unclear authority** | Written delegated authority: automatic inside it, named decisions outside it | What does it do alone, what does it bring to a person, what does it never do? |
| **Unchecked output** | Verified closure: checks read the source records, not the AI's summary | How is completion checked, and what happens when a check fails? |
| **Hidden running cost** | Repeatable steps run as software; role budgets and cost per accepted result | What is the total operating cost per accepted result, including failed runs and rework? |
| **Nobody maintaining it** | Ampity monitors, fixes and improves it under agreed coverage and change scope | Who maintains it after launch, under what coverage, and how is handover documented? |

Costs are modeled against your volumes, current provider plans and the agreed scope. Coverage and change scope are set in the written proposal.

MANAGED LIKE PEOPLE

# Responsibility is earned, not switched on

01

### Define the role

Job description, responsibilities and KRAs

02

### Teach the work

Your processes, examples and what good looks like

03

### Give approved access

The systems and data the role needs, nothing more

04

### Observe and correct

Supervised onboarding with reviewed corrections

05

### Expand responsibility

More automatic work as reliability is shown

**Responsibility it carries on its own**

**Onboarding**

Prepares and drafts. You review and correct.

**Proven**

Acts on agreed duties. You review samples and results.

**Delegated**

Owns agreed responsibilities automatically and reports results.

**Outside its authority**

Specified decisions go to a named person with the context to decide. Everything else inside the charter runs automatically.

Responsibility moves up when KRA reviews show reliable work. You can narrow it at any time.

GET STARTED

# Start with the roles you need

A role design session turns one to three roles into written charters, authority and a cost model, before any build starts.

### What to bring

- One to three roles you need filled
- The systems and data those roles touch
- Examples of good work and common exceptions
- Decisions that must stay with a person

NEXT STEP

## A role design session

We draft each role charter, its KRAs and authority, and a cost model with you. Then you decide whether to proceed.

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Commercial terms are set out in a written, scoped proposal.