

Ourbit Vendor-Neutral AI - Day 9: AI-Assisted Workflows and Automation

Day 9 - AI-Assisted Workflows and Automation

Programme: Vendor-Neutral AI - 15-Day Certification Programme

Purpose: Design end-to-end workflows that put probabilistic AI, deterministic rules and accountable human decisions in the right places.

Learning outcomes

- Map a workflow from trigger to recorded outcome.
- Separate AI judgment from deterministic logic.
- Place validation before consequential actions.
- Design fallback and escalation paths.
- Measure whether automation creates real value.

1. Start with the existing process

Before adding AI, map how the work happens now: trigger, inputs, decisions, actions, approvals, outputs and records. Otherwise automation may accelerate a poorly understood process or remove a control that existed for a reason.

2. Use each mechanism for what it does well

AI is useful for uncertain language or pattern tasks such as classification, extraction and drafting. Deterministic rules are useful when a condition and response can be stated exactly. Humans remain important for accountability, exceptions, ambiguous evidence and consequential decisions. A mature workflow combines them rather than forcing one mechanism to do everything.

3. Validate before action

A workflow should not automatically turn uncertain AI output into an irreversible action. Validate required fields, evidence, confidence or business rules first. Higher-consequence steps may additionally require human approval.

4. Design the failure path

Ask what happens when the model cannot classify an item, a source is unavailable, a tool times out, data is malformed or a human rejects the proposed action. A safe fallback may route the case for manual handling, retry a technical operation within a limit, or stop without changing anything.

5. Measure outcomes, not novelty

Useful measures can include time saved, error rate, completion rate, escalation rate, customer outcome or cost per successfully handled case. “We added AI” is not an outcome. A workflow that is faster but creates more corrections may be worse overall.

Worked example - document intake

A document arrives. A deterministic check verifies file type and malware status. AI extracts fields and classifies the document. Rules validate required fields. Low-risk valid cases are routed automatically; uncertain or high-risk cases go to a reviewer. The final status and relevant audit data are recorded. Each mechanism has a bounded responsibility.

Guided practice

Map an enquiry-handling workflow with these columns: step, input, mechanism (AI/rule/human), validation, possible action, failure path and record created. Identify one step that should not be automated.

Knowledge check

- Why map the existing process first?
- What tasks suit deterministic rules?
- Why validate before consequential action?
- What makes a fallback path useful?
- Name two outcome measures for an AI-assisted workflow.

Applied evidence task

A team wants AI-generated product claims to publish automatically. Redesign the workflow from source collection through publication. Include evidence checks, deterministic validation, human approval criteria, failure handling and an outcome measure.

Day 9 takeaway

Automation is a system-design problem. Put AI where uncertainty requires it, rules where certainty permits them, humans where accountability demands them, and validation before consequences.

Assessment boundary

This learning evidence belongs only to vendor-neutral-ai-15-day.

Learning comes before credentials. Completing this reading alone does not issue a certificate. Programme assessment and practical requirements apply.