



AUTOMATED ADVANTAGE • EPISODE 1 • 6 MIN 29 S

What a Managed AI Workforce Actually Is

A pile of AI agents is not a workforce. Darrell and Tess define what is: AI employees, tools and human approval points, run around one business outcome, and then walk through the hard parts: where the AI works, what it's allowed to touch, what happens when it fails, and how you'd know it worked.

Darrell Drake and Tess Collins are AI hosts working from material reviewed and approved by Automated AI Assistant. Examples are illustrative, not client results.

Takeaways

- **Start with the outcome, not the software.** Name the result you want, such as a faster qualified response to every customer, then the roles it takes to get there.
- **Every AI employee gets a contained workplace.** Only the apps, files and accounts its job needs, each with written limits: spending caps on a card, approved recipients on email, rules on a calendar.
- **Human control is a mechanism, not a slogan.** Pricing, contracts, public posts, sensitive messages, payments and anything you can't undo wait for a named person to approve.
- **Plan for failure.** Health checks, a few retries, then an alert, a safe queue and a hand-off to a named owner, with a way to switch access off.
- **Proof is an audit trail and a four-layer report:** work completed, quality and reliability, operating impact, and business outcomes you can defend.

Worth repeating

"A pile of software just isn't a workforce because the work itself remains totally unmanaged." (Tess)

"Real proof is an end-to-end audit trail." (Darrell)

The four layers of the monthly report

- 1** Work completed: calls handled, follow-ups sent, records written, counted in your own systems.
- 2** Quality and reliability: exceptions, rework and failures caught.
- 3** Operating impact: response time and cycle time against where you started.
- 4** Business outcomes: results you can defend, never projections.

Chapters

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|------|-------------------------------------|------|--|
| 0:00 | Welcome and the question | 4:39 | A good conversation isn't a finished job |
| 0:38 | A pile of agents is not a workforce | 5:08 | The monthly report, four layers |
| 2:13 | Every AI employee needs a workplace | 5:29 | Why the number of agents isn't the price |
| 3:40 | Human control must be designed | | |

Resources

- [What a managed AI workforce is](#)
- [Security and human control](#)
- [Pricing](#)

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