

AUTOMATED ADVANTAGE · EPISODE 2 · 19 MIN 25 S

Why One AI Tool Does Not Fix a Broken Workflow

You bought the AI tool, it does what it promised, and you're still losing jobs. Darrell and Tess walk one late-night call through all five steps to find where the money leaks out. The fix isn't another tool. It's giving the work an owner.

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

SHOW NOTES

Takeaways

- **A tool is a capability. A workflow is a job with an owner.** An answering tool that picks up every call can still lose the job if nobody books the estimate or calls back with a price.
- **Money leaks at the handoffs**, not inside the steps: after-hours calls, open quotes, review requests, quiet social accounts, stale listings, ads checked only when the bill arrives.
- **Write the job down** like you would for a new hire: the job, the sources it answers from, the decisions that wait for a person (pricing, contracts, refunds, payments), and one named approver on your side.
- **Break it on purpose before launch.** Cut the calendar connection and watch what happens. The right answer is a safe fallback: details saved, the caller told what happens next, you alerted, the booking retried in the morning.
- **Judge it by your own systems, not the vendor's dashboard.** Count work done, quality, time saved against a day-zero baseline, and real business results. Projections never count as results.

Worth repeating

> "If you buy a capability, like an answering AI, but nobody actually owns the entire job of booking the customer, you've just created one more inbox for someone on your team to check." (Tess)

> "If a tool cannot answer those five questions clearly, it is just a capability looking for an owner." (Darrell)

THE FRAMEWORK

The five questions to ask about any AI tool

1. What job does it own, from the first step to the last?
2. Does it write into my real calendar and CRM, or into its own?
3. Which decisions wait for a person, and who is that person on my side?
4. What happens when a connection is down? Has anyone broken it on purpose?
5. How will I know it worked? Is the number counted in my own systems, or estimated?

Chapters

0:00 Welcome and the question
0:55 The flooring company that still lost jobs
3:19 One 9:40 PM call, step by step
7:09 Where workflows break: the handoff
8:59 Name the job, then launch in three days
11:46 Break it on purpose
13:39 How you'd know it worked
15:32 When one tool is enough
17:54 The owner's five-question checklist

Resources

- How an AI employee launches in three days
- The managed AI workforce
- Pricing: one AI employee or a full workforce

Find your fifteen hours

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