


AUTOMATED ADVANTAGE · EPISODE 3 · 11 MIN 30 S

# The Human Approval Map Every AI Team Needs

An AI that can click any button will, so the real question is which buttons it gets. Darrell and Tess build the approval map: the decisions that always wait for a person, what happens when a request hits that line, who answers, and how the AI earns more room over time.

---

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

- **Six decisions always wait for a person:** pricing and quotes, contracts, payments and refunds, sensitive messages, public publishing, and anything it can't undo. You can add to that list. You can't make it shorter.
- **A gate isn't a dead end.** When a request crosses the line, the AI employee stops, tells the customer when to expect an answer, and flags your named approver with the full history. The job keeps moving: the night caller who asks for a price still ends the call with a booked estimate.
- **One named approver, answering within one business day.** It's a condition of the 90-Day Results Guarantee, because we can only prove work we're allowed to do. Build the map for an owner on a roof: a short list and flags you can decide in one look.
- **It only reaches what the job needs.** Each AI employee gets its own isolated workstation, its own work identities, no shared passwords and no cross-client context. A missing connection is stronger than a rule that says "don't."
- **Start tight, loosen with evidence.** The first 30 days are supervised. The day-30 report shows what it got right, and you decide what it can do on its own. Pricing never moves.

## Worth repeating

> "Because we can only prove work we're allowed to do. Look, if an AI flags 10 questions and nobody answers for a week, those leads just go cold. The AI can't fix that." (Darrell)

> "A missing connection is so much stronger than a rule saying don't. I mean it physically cannot move money." (Tess)

THE FRAMEWORK

## Build your first approval map this week

1. Pick one recurring job, like quote follow-up or after-hours calls, and list every action in it: reply, book, send, change, cancel.
2. Sort each action into “it can do this alone” or “this waits for a person.” Start with the six on the floor list.
3. Name the approver: one person, by name, who answers within one business day.
4. Write the sentence the customer hears while they wait, like “You’ll hear back by tomorrow afternoon.”
5. List what the job needs to reach, and what it should never reach. If it doesn’t need payments, don’t connect payments.

Then look at it again after 30 days, with the log in front of you.

## Chapters


0:00 Welcome and the question
0:16 An AI that can click any button will
1:15 "Can you do it for less?"
2:20 The six decisions that always wait
4:12 What happens at the gate
5:54 One named approver, one business day
7:27 It only reaches what the job needs
8:42 Supervised first, then earned
9:56 The owner's five-step checklist


## Resources

- Security and human control: what always waits for a person
- How it works: from one call to live in 3 days
- Pricing: one AI employee or a full workforce


### Find where an AI employee fits, and where it doesn’t

Take the AI Workforce Assessment. It’s one week and $2,500, credited to your build for 12 months. If the report doesn’t find at least fifteen hours a week you can get back, you get a full refund and keep the report.