

# Human-AI Workflow Blueprint

**Constituent inquiries get routed to wrong departments constantly**

## EXECUTIVE SUMMARY

*This report examines a critical organizational challenge: constituent inquiries get routed to wrong departments constantly.*

*Our analysis found that emerged from a compliance requirement that has since been updated, but the process wasn't. Previous attempts to fix this addressed symptoms rather than root causes. We've designed a 5-part human-AI collaboration model to transform this workflow.*

### Key Findings

- *Universal consensus confirmed — this isn't one person's complaint, it's a shared organizational pain point.*
- *Root cause identified: emerged from a compliance requirement that has since been updated, but the process wasn't.*
- *Multiple previous fix attempts addressed symptoms rather than the underlying structural issues.*
- *The real goal is faster delivery, but the current process has become an end in itself.*
- *A 5-part human-AI collaboration model can transform this workflow using delegating, supervising, approving, consulting modes.*

### Recommended Approach

*We recommend a 5-part collaboration model focused on data gathering and initial analysis, communication and stakeholder updates, quality assurance and compliance. AI fully handles 2 outcomes within defined guardrails. 1 outcome runs on AI with human oversight. Humans lead 2 outcomes with AI assistance. Run a 30-day pilot with a single team.*

## THE PROBLEM

"Constituent inquiries get routed to wrong departments constantly"

### Why This Problem Matters

Universal agreement:

*This isn't one person's complaint — it's a shared organizational pain point that everyone recognizes.*

## WHY IT PERSISTS

*Emerged from a compliance requirement that has since been updated, but the process wasn't. The government industry had different pressures then, and the process reflected that reality. Everyone assumes this requires human judgment, but 80% is actually pattern matching. Meanwhile, people have built workarounds: informal networks that bypass the official channels. Several workarounds have created informal power structures people want to protect. The real goal is faster delivery, but the current process has become an end in itself.*

## THE SOLUTION

### Target Outcomes

1. Data gathering and initial analysis
2. Communication and stakeholder updates
3. Quality assurance and compliance
4. Process coordination and scheduling
5. Documentation and knowledge capture

### Human-AI Collaboration Model

#### 1. Data gathering and initial analysis

Delegating Mode

##### AI handles:

*Collects data from multiple sources, runs initial analysis, flags anomalies*

##### Human handles:

*Validates findings, adds context AI can't access, makes final calls*

**Why: AI excels at this type of work. Patterns are clear and repeatable.**

#### 2. Communication and stakeholder updates

Supervising Mode

##### AI handles:

*Drafts communications, maintains consistency, handles routine updates*

##### Human handles:

*Reviews for tone, handles sensitive messages, manages relationships*

**Why: Routine enough for AI with this type of work. Human relationships matter here.**

### 3. Quality assurance and compliance

Approving Mode

#### AI handles:

*Runs all standard checks, compares against requirements, documents findings*

#### Human handles:

*Reviews exceptions, makes judgment calls, signs off on final output*

**Why: Quality requires this type of work. Consistency is the key value-add.**

### 4. Process coordination and scheduling

Delegating Mode

#### AI handles:

*Manages calendars, resolves conflicts, sends reminders, tracks completion*

#### Human handles:

*Handles escalations, makes priority decisions, manages exceptions*

**Why: AI excels at this type of work. Consistency is the key value-add.**

### 5. Documentation and knowledge capture

Consulting Mode

#### AI handles:

*Suggests templates, organizes information, maintains consistency*

#### Human handles:

*Provides expertise, validates accuracy, decides what matters*

**Why: Human judgment needed for this type of work. Patterns are clear and repeatable.**

## MAKING IT HAPPEN

### Change Management

*Start with the highest-volume use case. Get the affected team aligned before expanding.*

### Pilot Strategy

*Run a 30-day pilot with a single team. Measure before and after, then scale based on results.*

### Continuous Improvement

*Track throughput weekly. Feed human corrections back to improve AI recommendations. Review collaboration modes monthly and adjust based on what's working.*

### How You'll Know It's Working

- *You identified clear metrics during our conversation — track these weekly and compare against your baseline.*
- *For delegated tasks like "data gathering and initial analysis", measure volume handled and exceptions flagged.*
- *For approval workflows, track review time and approval rates.*

## NEXT STEPS

*You identified "constituent inquiries get routed to wrong departments constantly" as a critical organizational challenge.*

*We traced its origins and found it was designed for constraints that no longer apply.*

*The 5-part solution assigns 2 delegating, 1 supervising, 1 approving, 1 consulting collaboration modes to match each outcome with the right human-AI balance.*

*Start with the pilot approach outlined above, then scale based on what you learn.*

### Share this with your team

*This blueprint was designed for collective action. Share it with stakeholders who need to understand the problem and the path forward.*

### Ready to implement?

[Book a 30-minute call](#)



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