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 3-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.*

- *A prior attempt to fix this didn't succeed — likely because root causes weren't addressed.*

- *The real goal is happier customers, but the current process has become an end in itself.*

- *A 3-part human-AI collaboration model can transform this workflow using delegating, supervising, approving modes.*

Recommended Approach

We recommend a 3-part collaboration model focused on data gathering and initial analysis, communication and stakeholder updates, quality assurance and compliance. AI fully handles 1 outcome within defined guardrails. 1 outcome runs on AI with human oversight. Humans lead 1 outcome with AI assistance. Run a 2-week pilot with one use case.

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. There's an unquestioned assumption that quality requires manual review at every step. Meanwhile, people have built workarounds: scripts that automate parts nobody talks about. Multiple teams have optimized around the dysfunction - changing it affects everyone. The real goal is happier customers, 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

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. Consistency is the key value-add.

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. Judgment calls are frequent.

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. Human relationships matter here.

MAKING IT HAPPEN

Change Management

Start with the team that feels the pain most. Get the affected team aligned before expanding.

Pilot Strategy

Run a 2-week pilot with one use case. 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

- *While metrics aren't perfectly defined, you'll notice improvements in speed, quality, and team satisfaction.*

- *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 3-part solution assigns 1 delegating, 1 supervising, 1 approving 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 | *Email us*