Executive Summary

Netspective’s AI Workforce services leverage telemetry, UBA, and advanced AI agent development to create scalable, high-impact solutions that enhance human productivity. By working collaboratively with human users, these AI agents enable organizations like ADU Core, ADU FOPC, and Opsfolio AI Workforce to scale operations, improve efficiency, and maintain or exceed quality standards, all without increasing human headcount. The inclusion of "Ask AI" or AI Coaches as a foundational feature accelerates this transformation by guiding teams in identifying, prioritizing, and implementing AI-driven solutions. This approach ensures sustainable growth and better outcomes for both organizations and their customers.

Netspective "AI Workforce" Contract Engineering Development Services

The Netspective "AI Workforce" service offers contract engineering development to build AI-driven solutions that augment human workforces. By leveraging application telemetry, user behavior analytics (UBA), and cutting-edge AI agent development, we enable organizations to scale operations, improve efficiency, and maintain or enhance customer success metrics without increasing human headcount. This document outlines the process and principles behind Netspective’s "AI Workforce" approach, with examples from ADU Core, ADU FOPC, and Opsfolio AI Workforce.

# What Are "AI Agents" in the Context of an AI Workforce?

AI Agents are purpose-built software entities designed to execute specific tasks, workflows, or decisions traditionally handled by humans. These agents integrate with existing applications and systems, leveraging data insights to:

* Perform repetitive, high-volume tasks more efficiently.
* Deliver insights and recommendations to human workers in real time.
* Automate parts of complex workflows while maintaining the contextual knowledge required for high-quality outcomes.

In the "AI Workforce," these agents work collaboratively with human workers, enhancing their capacity and productivity rather than replacing them.

**Tech stack**: Microsoft GenAIScript, BAML via TypeScript or Python.

# The Netspective "AI Workforce" Process

## 1. Application Telemetry and User Behavior Analytics (UBA)

Netspective begins by analyzing application telemetry and user behavior to gain a deep understanding of how users interact with apps, services, and systems. Key data sources include:

* **Authentication logs**: Track user access patterns and identify primary user roles.
* **Activity logs**: Record detailed user actions and workflows.
* **System telemetry**: Capture system performance data correlated with user activity.

This step builds a foundational understanding of:

* **User roles**: Who the users are (e.g., admin, operator, client-facing roles).
* **Activities**: What tasks users perform most frequently.
* **Outcomes**: What deliverables result from those activities.

An "AI Coach" or "Ask AI" feature, leveraging platforms like AnythingLLM or Vanna.ai for Text-to-SQL, can be an excellent first deliverable for this step. These features gather telemetry, analyze user behaviors, and identify repetitive, high-volume tasks suitable for AI agents. Additionally, AI Coaches can guide teams in structuring and prioritizing the AI Workforce itself.

**Example: ADU Core**

For ADU Core, telemetry might reveal that their Retail Warranty Reimbursement service involves significant time analyzing dealership data, preparing submissions, and ensuring compliance with state laws and manufacturer protocols. An "Ask AI" tool could help staff quickly query dealership data, understand compliance requirements, and suggest which tasks could be automated with AI agents.

**Example: ADU FOPC (Customer facing and BZO)**

In ADU FOPC, telemetry could show that customer success staff regularly perform repetitive data entry and reporting tasks. We can individually analyze BZO users vs. customer users in the main app. An AI Coach could assist by analyzing activity logs and recommending automations for these workflows, while also serving as a training assistant for employees learning to utilize AI tools.

**Example: Opsfolio AI Workforce**

For Opsfolio AI Workforce, which supports Netspective’s Compliance as a Service (CaaS) offering, telemetry could identify frequent and repetitive compliance-related tasks. For example, tasks like tracking audit requirements, ensuring document version control, and maintaining evidence for SOC2 or other standards could be automated. An AI Coach could assist compliance officers by:

* Generating real-time insights into compliance gaps.
* Suggesting best practices for completing audits.
* Automating evidence collection and mapping tasks to compliance frameworks. This enables organizations to maintain high compliance standards while scaling their operations efficiently.

## 2. Prioritizing Workforce Augmentation Needs

Using insights from UBA, Netspective prioritizes workforce augmentation opportunities based on:

* **Frequency**: Tasks or activities performed most often.
* **Complexity**: Workflows that require high cognitive effort or multi-step execution.
* **Impact**: Deliverables or outcomes that directly influence customer success metrics.
* **Scalability**: Tasks that become bottlenecks as customer demand grows.

"Ask AI" or AI Coaches are invaluable in this phase. They can analyze task frequency and complexity, simulate potential impacts of automation, and guide prioritization efforts.

**Example: ADU Core**

In ADU Core, tasks like analyzing dealership data for warranty reimbursement submissions and preparing compliance documentation would rank high for augmentation due to their frequency and criticality to business success. An AI Coach could help identify repetitive patterns in submission preparation and recommend streamlined processes or full automation.

**Example: ADU FOPC (Customer facing and BZO)**

For ADU FOPC (either BZO or customer-facing app), tasks like generating monthly client reports would be a top priority due to their direct impact on customer satisfaction. An AI Coach could simulate report generation workflows and suggest optimizations or automations to reduce manual effort.

**Example: Opsfolio AI Workforce**

In Opsfolio AI Workforce, tasks such as maintaining audit logs, mapping compliance controls, and generating automated compliance reports would be prioritized. An AI Coach could streamline these processes by:

* Automatically categorizing audit findings.
* Generating recommended actions for resolution.
* Providing templates for compliance documentation to accelerate preparation.

## 3. Building AI Agents for Roles, Activities, and Outcomes

Once priorities are established, Netspective designs and develops AI agents tailored to:

* **User Roles**: Agents aligned with specific user roles, such as administrators or customer support staff.
* **User Activities**: Agents that perform specific tasks or workflows, such as data validation or report generation.
* **User Outcomes**: Agents that deliver final outputs, such as compliance documentation or customer success metrics.

AI Coaches play a critical role in building these agents by assisting teams in:

* Generating SQL queries or task definitions using natural language inputs.
* Testing and refining agent behaviors before deployment.
* Providing real-time feedback loops to improve agent performance.

**Example: ADU Core**

An AI agent for ADU Core might automate the collection and analysis of dealership data required for warranty reimbursement submissions, ensuring compliance with state laws and manufacturer protocols. An "Ask AI" tool could further enhance this process by allowing users to query compliance data directly and iteratively improve automation rules.

**Example: ADU FOPC (Customer facing and BZO)**

ADU FOPC offers advanced software designed to enhance the efficiency and profitability of dealership fixed operations. AI agents could be integrated into ADU FOPC’s to further augment its capabilities by automating data collection, predictive insights, and reporting processes. An AI Coach could assist users in navigating the "What-if" tool, running simulations, and generating real-time insights to optimize operations. We can have AI Workforce features for BZO or customer-facing app.

**Example: Opsfolio AI Workforce**

Opsfolio AI Workforce AI agents could automate tasks such as evidence collection, mapping tasks to compliance frameworks, and generating compliance reports. For example:

* An AI agent could pull relevant logs and evidence for an audit automatically.
* Another agent might track the progress of compliance initiatives and flag overdue tasks.
* AI agents could also cross-reference compliance frameworks (e.g., SOC2, ISO27001) and generate tailored compliance roadmaps for organizations. These agents, supported by an AI Coach, allow compliance teams to operate with greater efficiency and precision.

# Purpose and Benefits of the AI Workforce

The purpose of Netspective’s AI Workforce services is to enable organizations to scale operations efficiently by:

* **Augmenting human capabilities**: Freeing users from repetitive tasks to focus on higher-value activities.
* **Improving outcomes**: Delivering consistent, high-quality results.
* **Optimizing resources**: Supporting growth without requiring proportional increases in staff.

**Key Benefits**

1. **Scalability**: Handle more clients and higher workloads without adding personnel.
2. **Efficiency**: Reduce time spent on repetitive or error-prone tasks.
3. **Quality Assurance**: Maintain or improve customer success metrics.
4. **Cost-Effectiveness**: Achieve workforce augmentation without substantial upfront costs.

"Ask AI" or AI Coaches provide a starting point for achieving these benefits by gathering critical insights and accelerating the development of tailored AI agents.

**Example: ADU Core**

ADU Core’s AI Workforce enables the organization to onboard new clients with minimal human intervention while improving the efficiency and accuracy of Retail Warranty Reimbursement submissions. AI agents streamline data analysis, submission preparation, and compliance validation, allowing ADU Core to serve more dealerships effectively. An "Ask AI" feature could further assist users in querying data and optimizing workflows in real time.

**Example: ADU FOPC (Customer facing and BZO)**

ADU FOPC’s AI Workforce empowers dealerships to leverage its Fixed Ops Performance Center with enhanced automation and predictive analytics. AI agents improve operational efficiency by streamlining comparative analysis, automating scenario modeling, and delivering real-time insights. An AI Coach could help staff explore the "What-if" tool, improve decision-making, and refine operational strategies for both BZO and customer-facing app.

**Example: Opsfolio AI Workforce**

Opsfolio AI Workforce supports compliance teams in maintaining high-quality standards with fewer resources. By automating evidence gathering, compliance mapping, and report generation, AI agents improve productivity and reduce errors. AI Coaches enhance these capabilities by guiding teams in identifying compliance gaps and optimizing workflows.