

AI-assisted customer operations transformation

A client-safe worked example connecting current Work, capability movement, a governed AI deployment, target Scenario, evidence, economics, readiness, and approval.

Work	Capabilities	AI Solutions	Scenarios	Cases
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From workshop to boardroom, keep the logic intact.

Orgonaut is the model beneath an evidence-backed AI transformation engagement. It does not make the organisational decision; it helps the consultant and client make the decision inspectable.

orgonaut.co/capability-transformation-studio
Version 1.0 · 19 September 2026

Decision requested

Approve a 16-week pilot that introduces an AI-assisted service triage solution, redesigns incident work, and strengthens accountable human review across Customer Operations.

Business objective

Reduce avoidable handling time while improving response consistency and preserving human accountability for high-impact customer decisions.

Scope

Customer Operations and the supporting Platform Services team. Sales, billing, and regulated account actions are excluded.

Source and target

Live baseline as of 1 September 2026 → Customer Operations AI Pilot scenario

Executive summary

Approve the bounded pilot, subject to the named controls, weekly evaluation, and a separate scale decision after the 16-week evidence review.

No planned reduction	1.6 FTE equivalent	€94,000
Headcount	Released capacity	Pilot investment

Capability baseline and target

Capability	Current	Target	Movement
Resolve customer incidents	Operational · 3/5	Scaled · 4/5	Improved
Triage service demand	Emerging · 2/5	Operational · 4/5	Improved
Assure response quality	Emerging · 2/5	Operational · 3/5	Improved

05 · CHANGED WORK

Work and operating-model redesign

- Classify and route inbound service requests with AI assistance.
- Require human review for high-impact, low-confidence, and restricted requests.
- Move routine knowledge retrieval from manual search to cited response preparation.
- Add weekly evaluation, exception review, and control monitoring work.

AI solution and accountability

Northstar Service Triage Assistant · 1.0 pilot

Proposed · Assistive · Medium risk

Accountable human: Customer Operations Manager

Mandatory controls

- Human review for restricted and low-confidence cases
- Approved knowledge sources with citation capture
- Weekly quality evaluation and exception sampling
- Pause and recovery procedure owned by Customer Operations

Value and investment

Released capacity remains non-cash unless an approved workforce or procurement action changes the cost base.

Lane	Value	Treatment
Released capacity	1.6 FTE equivalent	Non-cash
Service improvement	15-25% faster median triage	Modeled target
Implementation cost	€58,000	Included
Recurring cost	€12,000 annually	Included
Consultancy fees	€36,000	Included

Assumptions and sensitivity

Assumption	Low	Base	High	Confidence
Eligible request share	35%	50%	60%	Medium
Handling-time reduction	10%	20%	28%	Low
Pilot adoption	55%	70%	80%	Medium

Implementation horizon

- Weeks 1-3: validate source data, evaluation set, and operating controls.
- Weeks 4-7: configure the pilot deployment and train the review group.
- Weeks 8-13: run the bounded pilot with weekly quality and exception review.
- Weeks 14-16: evaluate outcomes, resolve findings, and prepare the scale decision.

Risks, controls, evidence, and method

Risks and boundaries

- The handling-time baseline uses a four-week sample and must be revalidated before scale.
- Restricted account actions remain outside the AI-assisted workflow.
- Released capacity is not a payroll saving and no filled-position removal is proposed.
- The target requires a named control owner and an approved recovery procedure before activation.

Evidence in this fictional case

- Four-week service-demand sample and approved handling-time summary.
- Current incident taxonomy and routing-quality review.
- Client-approved solution evaluation summary for version 1.0 pilot.
- Target capability assessments and Work mappings in the selected scenario.

Approval boundary

The case is a decision artifact. A named human approves or rejects the recommendation, and promoting any Scenario to Live remains an explicit governed action.

All company names, figures, evidence, measures, controls, and recommendations in this document are fictional.

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