

Easy AI Agents

Where Does AI **Actually** Belong?

Lessons from deploying AI systems in the real world.

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LOST BUT NOT FORGOTTEN

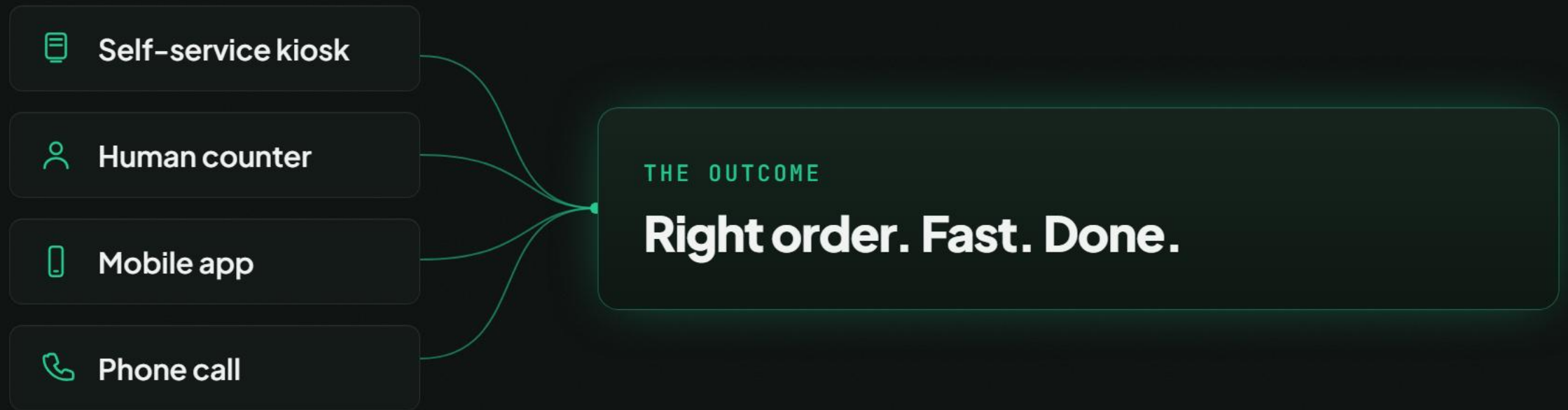


ON HOLIDAY
SOMEWHERE HERE



LAST SEEN HEADING TOWARDS A
GIANT GIRAFFE

Many front doors, one outcome.



The interface is **negotiable**. The outcome isn't.

— THE ACCEPTANCE TEST

Customers don't need to love AI. It just has to **reduce friction.**

01



Speed

No waiting.

02



Accuracy

Gets the details right.

03



Control

Easy to correct.

04



Escape

Human is available.

To the next generation, AI was **never new**.

The strange part, to them, will be waiting three days for a human to reply.

— WHEN THE ORDER STOPS BEING SIMPLE

Where AI starts to break.

COMMON PATH

Clear intent. Low ambiguity.

- > Whopper
- > Fries
- > Coke

EXCEPTION PATH

Same order. More decisions.

- > Extra tomato
- > Make it large
- > Apply this voucher
- > Split the payment
- > Actually, make that two

Common requests are easy. Trust is won in the **exceptions**.

— THE REALITY

What YouTube demos don't show.

1-MINUTE DEMO

- ✓ Clean audio
- ✓ Clear intent
- ✓ One clean answer
- ✓ No consequences

REAL WORLD

- × Accents & interruptions
- × Missing information
- × Tool failures
- × Unscripted edge cases

— UNDER THE HOOD

A voice is only the front door.

01 · FRONT DOOR

How they enter

Voice

Chat

SMS

Email



02 · DECISION LAYER

How it decides

Knowledge

Instructions

Rules



03 · ACTION LAYER

Where work runs

CRM

Calendar

Forms

Business systems

BEFORE AI

“Is there a tool for this?”



NOW

“Can we describe the workflow
clearly enough for AI to help?”

The bottleneck with AI isn't technology.

It's clarity.

Before you automate the work, map the work.

— TWO SIDES OF CLARITY

Learn from AI. Then **teach** it.

01 · PUBLIC

It has already read the internet.

Ask about almost anything and it can walk you through it.

02 · PRIVATE

Your SOPs, data and edge cases.

None of that lives online. You have to teach it.

| Picture a new apprentice at your desk. **What would you tell them, step by step?**

— BEFORE YOU CHOOSE YOUR FIRST PROJECT

The **ORDER** framework.

O

Outcome

What result needs to happen?

R

Repetition

How often does it happen?

D

Data

Where does the right information live?

E

Exceptions

Where does the process break?

R

Risk / Return

What should be protected, and what is the upside?

Before launch, answer these 9 questions.

SCOPE

- 1 What task can it own?
- 2 What does success mean?
- 3 What source does it trust?

CONTROL

- 4 What can it change?
- 5 When must it ask?
- 6 What if it gets stuck?

OPERATIONS

- 7 Were messy cases tested?
- 8 Can we see what happened?
- 9 Who keeps it current?

— A WORD OF WARNING

AI is cheap **today,
but it might not always be.**

— THE ANSWER

So where does AI belong?

- 01 Where the work is **repeated**.
- 02 Where the data is **clear**.
- 03 Where the risk is **bounded**.
- 04 Where a **human** can step in.

Easy AI Agents

Workflow Clarity Map

Worksheet + guided score to find where AI belongs.

easyaiagents.io/clarity



No email required.
Optional buildability review.