

OUTSELL PLAYBOOK

OUTSELL JOURNAL — DECISION WORKSHEET

Human and AI work design: test the combination, not the slogan

QUESTION

When should an ABM task be handled by a person, an agent or both?

GUIDE TAKEAWAY

Compare complete task designs. Human involvement helps when it supplies useful judgment; an undefined review step can add time without correcting the right errors.

START HERE

Decompose the task.

YOUR SITUATION

Account or cohort

Decision to make

Starting state and exclusions

Evidence sources, dates, and limitations

Unknowns to validate

WORK THROUGH THE GUIDE

1. Decompose the task

Evidence or input

Output or decision

Owner and review point

2. Compare three work designs

Evidence or input

Output or decision

Owner and review point

3. Assign a specific review decision

Evidence or input**Output or decision****Owner and review point**

4. Measure corrections and total time

Evidence or input**Output or decision****Owner and review point**

5. Revisit allocation on exceptions

Evidence or input**Output or decision****Owner and review point****COMPARE THE OPTIONS**

Human-only

Useful when: Specialised contextual judgment

Limitation: Capacity may be limited

Suggested action: Document the decision inputs

Why this fits our situation**Evidence needed before acting**

Agent-only test

Useful when: Repeatable bounded work

Limitation: May fail on exceptions

Suggested action: Evaluate in a controlled setting

Why this fits our situation**Evidence needed before acting**

Combined design

Useful when: Complementary evidence and judgment

Limitation: Review can add friction

Suggested action: Give reviewers a precise task

Why this fits our situation

Evidence needed before acting

Deterministic check

Useful when: A rule can be specified

Limitation: Cannot interpret every exception

Suggested action: Escalate unresolved cases

Why this fits our situation

Evidence needed before acting

COMMIT TO A BOUNDED NEXT STEP

Chosen action

Responsible owner

Required approval

Success measure and definition

Review date

Continue, revise, or stop criteria

Guide: <https://outselll.com/blogs/human-ai-work-design/>

Publisher and evidence policy: <https://outselll.com/editorial-policy/>