

# AI Value Canvas

Variant: Generative & agentic AI



| Task or workflow to optimise                                                                                                                                                                                     | Process or workflow this will replace                                                                                                                                                                                                                    | Context, tools and action space                                                                                                                                                                                                                                                                                                | Autonomy level and human checkpoints                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Ex: Triage and first-response drafting for inbound support tickets</p>                                                                                                                                        | <p>Ex: Agents manually read, categorise and draft every reply, causing multi-hour response delays during peak volume</p> <div><div>SCORING CRITERIA</div><div>Correctly identified + room for improvement + appropriate buy-in</div><div>/10</div></div> | <p>Ex: Grounded in the knowledge base and order history via retrieval; permitted to draft and send replies under A\$0, tag and reassign tickets; cannot issue refunds or close accounts</p>                                                                                                                                    | <p>Ex: Fully autonomous for replies under a defined risk score; human review required before any refund, complaint escalation, or reply on a flagged account</p> <div><div>SCORING CRITERIA</div><div>Escalation triggers explicit + a named role owns each checkpoint</div><div>/10</div></div> |
|                                                                                                                                                                                                                  | <div>Goal and success definition</div> <p>Ex: Ticket resolved or correctly escalated within SLA; customer does not need to re-contact within 7 days</p>                                                                                                  |                                                                                                                                                                                                                                                                                                                                | <div>Evaluation and assurance approach</div> <p>Ex: Weekly rubric review of 50 conversations; automated policy and hallucination checks before send; 5% of tickets held on the prior model version each month as a control group to detect drift</p>                                             |
| <div><div>SCORING CRITERIA</div><div>Specific + valuable + actionable + in your sphere of influence</div><div>/10</div></div>                                                                                    | <div><div>SCORING CRITERIA</div><div>Concrete + observable in production + tied to business goal</div><div>/10</div></div>                                                                                                                               | <div><div>SCORING CRITERIA</div><div>Sufficient for the task + each permission reversible or bounded</div><div>/10</div></div>                                                                                                                                                                                                 | <div><div>SCORING CRITERIA</div><div>Tested pre-launch and monitored post-launch + a control or holdout group detects drift</div><div>/10</div></div>                                                                                                                                            |
| Value statement                                                                                                                                                                                                  |                                                                                                                                                                                                                                                          | Biggest risks and guardrails                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                  |
| <p>Ex: A\$40 saved per ticket in agent time, applied to 12,000 tickets a month</p> <div><div>SCORING CRITERIA</div><div>Specific + valuable + actionable + in your sphere of influence</div><div>/10</div></div> |                                                                                                                                                                                                                                                          | <p>Ex: Hallucinated policy claim in a reply, contained by a grounding check and mandatory citation before send. Runaway drafting loop, contained by a per-ticket retry cap and cost ceiling</p> <div><div>SCORING CRITERIA</div><div>Named + each risk has a specific containment, not just an owner</div><div>/10</div></div> |                                                                                                                                                                                                                                                                                                  |