The Work Around the Model

Four checks before you let an AI agent act

Imagine a support agent tells you it refunded $48. Three days later, the transcript shows a closed ticket. The payment record is where you can find out whether the refund went through.

Trace one real case from request to result

01
Trigger
What starts it?
Identify the event and log the case ID.

02
Evidence
What can it see?
Find the source record and the policy in force.

03
Verification
What checks its work?
Check the outcome in the system of record.

04
Owner
Who answers for it?
Name who can correct the case and follow up.

Before launch, rehearse one failure and watch who picks it up.

Put it to the test

Try an interrupted refund. Simulate a timeout just after submission. Check that a retry cannot send money twice, that staff can see the payment status, and that someone follows up if it fails.

The proposed Team Florida exercise

The drill would test whether staff can verify an available crew, arrival time and fallback, then prepare a mutual-aid request for approval in 15 minutes. AI can assemble evidence and flag gaps. Officials hold approval and dispatch authority. The pilot is paused at the design stage.

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