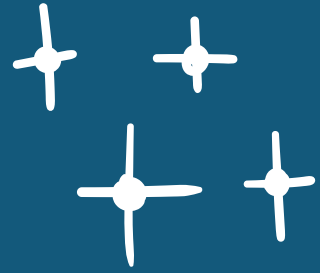


The ticket said
"system error."
The system was fine.

Operations, Augmented

- **Problem:** One blank field. Hours bouncing between IT and the wrong teams. Customer still standing at the store.
- **The fix:** Send an email to the right dept. Wait until tomorrow.
- **AI angle:** It could have routed this in seconds - but only if someone had already mapped the process well enough to teach it.





The payment won't go through.

An business customer is at the point of sale. The rep runs the transaction. It fails. Every payment method fails.

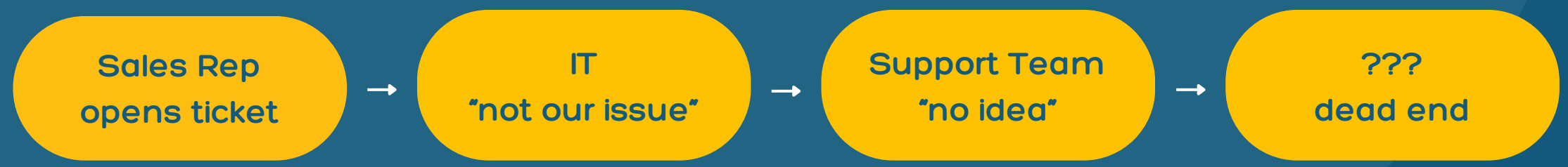
The system isn't down. The account looks correct. Nothing was changed.

So a ticket goes to IT.

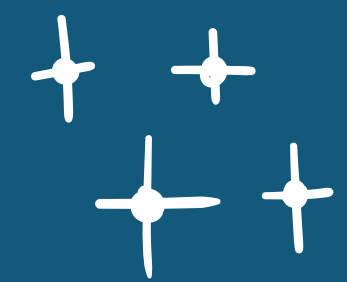




IT says it's not them.



The ticket bounces. The customer waits.
Hours pass. No one has the answer
because no one is looking in the right place.



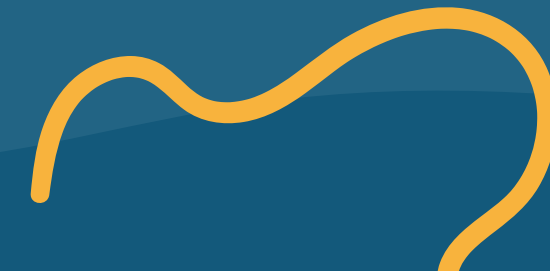
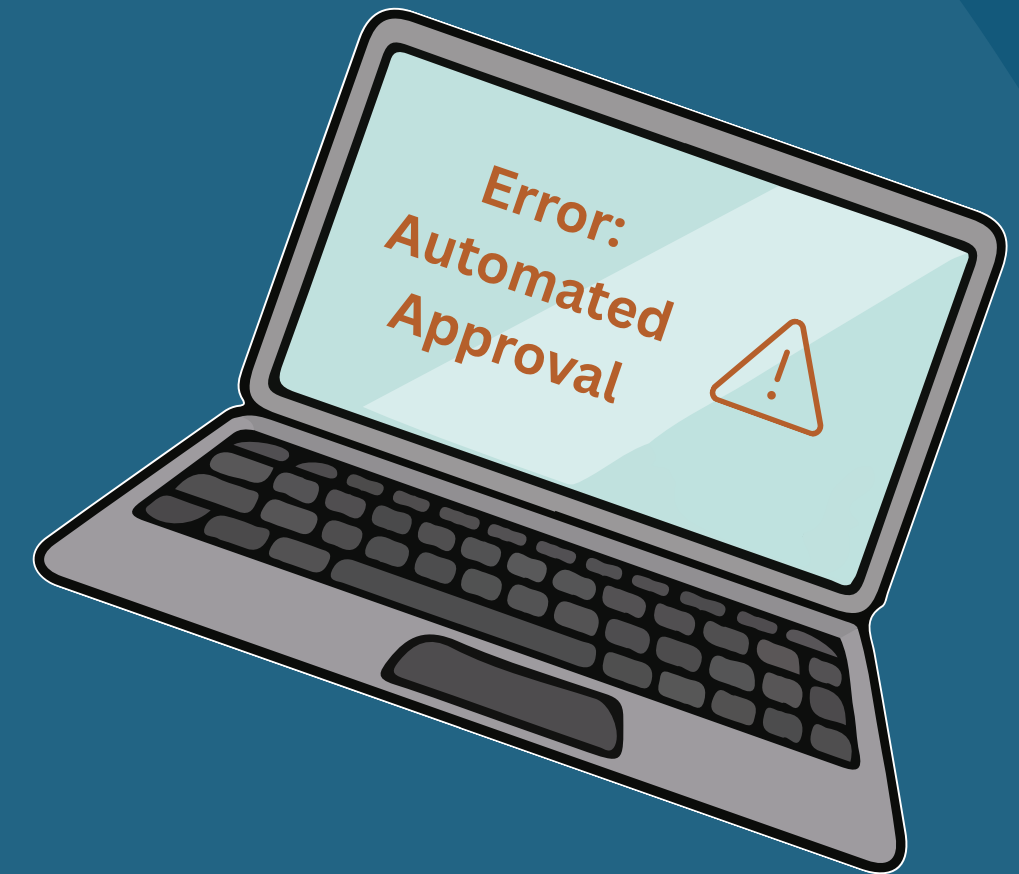


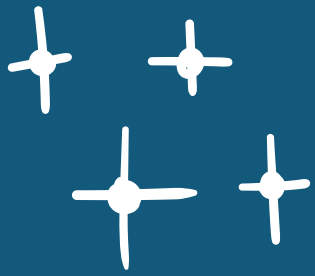
One blank field.

Inside the customer's profile set up controlling every allowance and restriction on the account - there was a single field:

Automatic Approval: blank

Not set to "off." Not flagged as an error. Just empty. The POS wasn't broken, it was doing exactly what it was told. And it was told nothing.





The symptom pointed the wrong direction.



- A payment failure looks like a payment problem
- A payment problem looks like an IT problem
- An IT problem goes to IT

The actual fix lived with an offline ops team that could update the profile field. A team most reps and IT didn't know existed for that type of change. The diagnosis was wrong before the ticket was even opened.



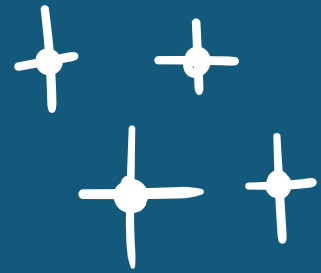
The "fix" wasn't elegant.

Once someone figured it out, the resolution path was:

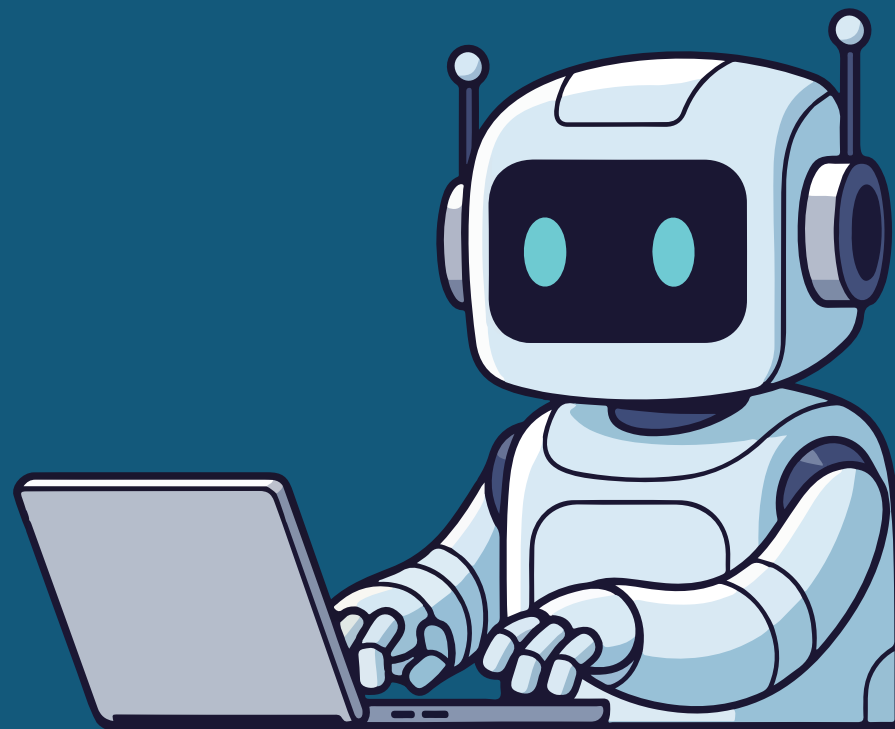
1. Send an email to offline Ops
2. Wait for them to reply - possibly the next day
3. Customer still standing at the register after hours of back-and-forth leading to poor rep and customer experience

This is the part no one puts in the ticket. The process existed. It just had no speed.





What AI could do here - and what it can't.



With AI triage

Pattern-match the failure → flag blank required fields → route to offline Ops on first touch. Seconds, not a day.

The catch

Only works if someone already mapped the process well enough to teach it.

AI amplifies good triage. It can't replace the person who understood the architecture in the first place.

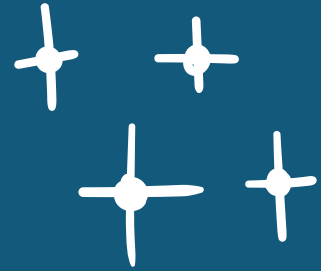


The most underrated ops skill isn't fixing problems.

It's knowing which problem you actually have.

What's a ticket that turned out to be something else entirely that you've encountered?





Operations, Augmented - Follow along.

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