

### IN 5 STEPS

### What NOT AUTOMATE in Al Automations era



# In the AI Era, it Feels Like Everything Must Be Automated... Right?

Al is everywhere. Every post, every startup, every tool promises to "automate your business."

But <u>here's the truth — not everything should be automated.</u>

Sometimes, automating the wrong process is the fastest way to scale inefficiency.

Let's see what NOT to automate





### #1 Repetitive # Relevant

Just because it repeats doesn't mean it's worth automating.

Some tasks happen often, but <u>bring</u> <u>little value</u>. Automating them adds complexity without real impact.

#### **Example:**

Automatically sending daily reminders that nobody reads.

Automate only what drives measurable results — not just repetition.



## **#2 Unstable or Undefined Processes**

If the process isn't clear, automation will just amplify the chaos.

Automating a <u>messy or constantly</u> <u>changing process</u> makes errors multiply faster.

### **Example:**

Trying to automate client onboarding when every customer follows a different path.

First, **standardize**. Then, automate.



## **#3 Low-Volume** or Rare Tasks

Automation isn't worth it if you rarely do it.

If a task happens <u>once a month</u> or once a year, manual work is often cheaper and faster.

#### Example:

Building an Al workflow for an annual report.

Focus automation where frequency justifies the effort.



## #4 Tasks That Need Human Judgment

Al can follow rules, but it can't replace empathy, creativity, or nuance.

Decisions that require <u>emotional</u> <u>intelligence</u> or context are better left to humans.

#### **Example:**

Responding to a dissatisfied customer with a personalized solution.

Automate data, not relationships.



## #5 When ROI Doesn't Add Up

§ If the **cost of automation** is higher than the benefit, stop right there.

Time, tools, and maintenance <u>all have a</u> <u>price</u>. Automation only makes sense with a clear, fast return.

#### Example:

Spending weeks building a bot to save 5 minutes a day.

Automation should multiply value, not just costs.



### Smart Automation Starts with Smart Choices

Before you automate, <u>ask yourself</u>:

"Is this process clear, stable, and
truly worth scaling?"

Automate strategically, not
impulsively — that's how you create
leverage, not noise.

Which process do you think companies shouldn't automate?