

Chapter 4:

Design Outcome-Focused Workflows



Shift your thinking from "What steps do we follow?" to "What outcome are we trying to achieve?" and complete these statements:

Our goal

The ultimate purpose of this process is to:

Which 2-3 indicators would show the reimagined process is successful? Provide specifics in the open line.

☐ Time savings

☐ Improved accuracy

☐ Greater adaptability to exceptions

☐ Customer satisfaction

☐ Employee experience

Our path

The agent will gather relevant information from the following data sources:

The agent will select the an action using the following parameters:

The agent will learn and improve over time with help from: