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• AI USE CASES • BOHIOSYSTEM

AI Use Cases

Concrete applications by business area, with the expected savings, the associated risk, and the level of supervision each requires.

DOCUMENT

BS-SVC-09B

VERSION

1.0

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PREPARED BY

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WHERE IT APPLIES

Every case in this document shares three conditions: the task is repetitive, the volume is high, and the error is detectable. If any is missing, the project doesn't pay off.

The savings shown are ranges observed in medium-sized implementations. They are meant for prioritization, not as a contractual commitment: the actual result depends on volume and the quality of the starting data.

6

AREAS COVERED

4–8 wks.TYPICAL
IMPLEMENTATION**Pilot**

BEFORE SCALING

Measurable

WITH A BASELINE

01

Customer support

CASE	WHAT IT DOES	SUPERVISION
First-level assistant	Answers frequently asked questions on the web and WhatsApp at any hour, and hands off to a person with the conversation's context when it cannot resolve the request.	Automatic handoff when uncertain.
Request classification	Reads incoming requests, detects urgency, and routes them to the correct department without intervention.	Sample-based review.
Response drafting	Proposes the reply to the agent, who edits and sends it. Reduces time per case without removing control.	Human approval always.
Conversation summary	Generates the summary and classification when the case closes, feeding the history with no manual work.	Sample-based review.

02

Administration and finance

CASE	WHAT IT DOES	SUPERVISION
Invoice capture	Extracts vendor, date, amount, taxes, and line items from a PDF or photo, and loads them into the accounting system.	Review queue below the confidence threshold.
Assisted reconciliation	Proposes the match between bank transactions and documents, leaving only uncertain cases for review.	Human approval of the adjustment.
Contract review	Locates relevant clauses, expiration dates, and deviations from the standard template.	Mandatory human legal judgment.
Anomaly detection	Flags expenses or transactions outside the historical pattern for review.	Always human review.

03

Operations and internal knowledge

CASE	WHAT IT DOES	SUPERVISION
Procedures assistant	Answers staff questions about policies, manuals, and procedures, citing the document and section.	Answer with a verifiable source.
Employee onboarding	Supports new hires by resolving common questions during their first weeks.	Escalation to human resources.
Document search	Finds information by meaning rather than exact word matching.	Results linked to the original.
Report drafting	Prepares the draft from structured data, so the person edits instead of writing from scratch.	Human editing and approval.

04

Sales and marketing

CASE	WHAT IT DOES	SUPERVISION
Lead qualification	Ranks incoming contacts by likelihood to close, based on historical data.	Human sales judgment.
Churn risk	Identifies customers showing a disengagement pattern so action can be taken before they're lost.	Human retention decision.
Baseline content	Generates first drafts of product sheets and editorial material.	Brand editing and approval.
Review analysis	Groups and summarizes customer feedback by recurring theme.	Sample-based review.

05

How to prioritize among cases

The four criteria we apply to rank a list of candidates.

— 1 · Volume

How many times per month the task occurs. Below a few dozen repetitions, the effort of implementing and maintaining it is rarely recovered.

— 2 · Error tolerance

What happens if the system gets it wrong once in twenty. If the consequence is serious and irreversible, full human review is required and the savings shrink.

— 3 · Data quality

If the starting information is scattered, outdated, or contradictory, the model will reproduce it. Cleaning up the data is usually half the project.

— 4 · Measurability

A baseline must exist to compare against. Without knowing how long it takes today, there is no way to prove it improved.

WE ALWAYS START WITH A PILOT

One case, a bounded scope, four to eight weeks, and a success criterion agreed in writing. If the pilot does not meet the criterion, we document why and decide, with data, whether to adjust or abandon it. It's far cheaper than discovering it after a full rollout.

Let's talk

NEXT STEP

Write to us and we'll schedule a working session at no cost to review your specific case.

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