



Suhas Bhairav

AI Capacity Planning Workbook

A practical framework to forecast demand and align AI-enabled operations.

Helps leaders quantify capacity and pilot AI-enabled workflows within weeks.

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Demand and Capacity Framework

Define the scope of AI capacity planning for operations. Translate demand signals into staffing and automation decisions.

Key move Choose a single low-risk process as your first automated test.

PRACTICAL CHECKLIST

- 01** Map service line demand to agent hours using historical data and seasonality.
- 02** Identify processes suitable for automation vs human-in-the-loop review.
- 03** Define automation targets aligned with service levels and cost constraints.
- 04** Catalog required data: ticket volumes, handle times, SLA targets, staffing.
- 05** List tools: AI agents, chatbots, RPA, forecasting models, dashboards.
- 06** Outline governance: owners, approvals, change control, risk monitoring.
- 07** Include a simple weekly cadence for review and adjustments.

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What to Automate vs Human Review

Clarify what can be automated end-to-end and what requires ongoing human oversight. This helps set clear expectations for automation scope and risk.

Key move Document decision thresholds before enabling automation.

PRACTICAL CHECKLIST

- 01** Automate routine ticket triage and routing to save time.
- 02** Human review for exceptions, policy changes, and complex escalations.
- 03** Use model-predicted SLA breach alarms for proactive staffing.
- 04** Prefer structured tasks with defined inputs/outputs for reliability.
- 05** Maintain data quality: timestamped logs, labeled outcomes, audit trails.
- 06** Establish guardrails: max automation error rate, rollback plans.
- 07** Document data lineage and privacy requirements for regulatory compliance.

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Weekly Adoption Plan and Metrics

Provide a practical, week-by-week plan to roll AI capacity planning in small steps. Include metrics to track progress and decision rights.

Key move Maintain a simple change log and escalate blockers early.

PRACTICAL CHECKLIST

- 01** Week 1: gather historical demand, service levels, and staffing data.
- 02** Week 2: run baseline forecasts; identify 2 automation candidates.
- 03** Week 3: pilot one automation with human-in-the-loop oversight.
- 04** Week 4: measure SLA impact, efficiency, and error rates.
- 05** Week 5: document owners for data, automation, and decisions.
- 06** Week 6: set approvals for scaling, pausing, or rollback.
- 07** Week 7: establish a weekly review ritual with clear metrics.

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ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

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