

Technology AI, broken down to the task

The post-purchase support workflows technology and consumer-electronics firms are putting under agentic AI, mapped to the task level. What automates, what becomes human plus AI, and where the workforce is the bottleneck.



■ Automate: AI runs it, human audits by exception ■ Augment: human plus AI, the re-skilling surface

■ Human-only: judgment, empathy, compliance

217 technology support and operations roles, 4,186 tasks, July 2026. Hirers in corpus: Stripe, ServiceNow, Adobe, PayPal, Canva, Rubrik, Anthropic, Block, Freshworks.

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The money is committed. The workforce is the bottleneck. The bottleneck lives in the augment band.

Across 217 technology support roles, the task split is 3% automate, 64% augment, 33% human-only. The 64% augment band, the highest of any vertical here, is human plus AI work that only functions if the specialist is trained for it.

That 64% is the readiness gap, quantified. Nuvepro maps the work at task level, classifies each task, and certifies the workforce on the augment band with a competency guarantee.

THE SPEND IS REAL ● 16% of technology companies already run agentic AI use cases in production, ahead of most industries (Concentrix) ● 84% of developers already use AI tools in their daily work (Concentrix) ● AI talent demand exceeds supply by 3.2 to 1: roughly 1.6M open AI roles against 518K qualified candidates (industry analysis 2026) ● Structured AI training programs see 3 to 4 times higher adoption than self-directed learning (workforce analysis)	THE WORKFORCE IS THE BLOCKER ● IDC projects over 90% of enterprises will face critical skills shortages by 2026 (IDC) ● 85% of leaders say adapting at speed is critical, but only 7% believe they are leading on it (BCG) ● Roughly 80% of the workforce will need new skills by 2027 (WEF Future of Jobs) ● Post-purchase support, not pre-sale, is now where friction hits cost, retention, and reputation (Concentrix)
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Six support and operations workflows

WORKFLOW 1

Technical Support

Diagnostics, troubleshooting, software and device support.

Market signal. Fragmented product knowledge drives long handle times and repeat contacts; agentic diagnostics lift first-contact resolution. (Concentrix)

AUTOMATE	AUGMENT	HUMAN-ONLY
› Guide structured diagnostics › Pull context from product, firmware, and usage data › Resolve frequent issues end to end	› Transfer full context to specialists on escalation › Resolve issues needing cross-system context	› Advanced troubleshooting and judgment calls requiring specialist intervention

Readiness gap. The agent runs the known-issue script; the specialist solves what the script did not anticipate. That expertise is the augment target.

WORKFLOW 2

Returns and Repairs

Returns, replacements, repairs, warranty handling across partners.

Market signal. Poor coordination across logistics and repair partners raises cost and erodes trust; consistent agentic handling cuts both. (Concentrix)

AUTOMATE	AUGMENT	HUMAN-ONLY
› Validate eligibility › Apply policy uniformly › Coordinate returns or repairs across third-party partners	› Maintain customer communication through the process › Identify replacement or service alternatives	› Policy decisions and complex exception handling › Emotional support in high-stress situations

Readiness gap. Policy enforcement automates; the goodwill exception and the upset customer do not. That save is agent-assisted, human-decided.

WORKFLOW 3

Order Tracking

Order, shipping, and delivery status across warehouses and carriers.

Market signal. Lack of fulfillment visibility drives repeat contacts; proactive agentic updates cut where-is-my-order volume. (Concentrix)

AUTOMATE

- › Retrieve real-time order, logistics, and carrier data
- › Proactively notify customers
- › Handle routine status inquiries

AUGMENT

- › Flag genuine delivery problems early with context

HUMAN-ONLY

- › Handle delivery exceptions and investigate complex logistics failures

Readiness gap. The agent answers the status check; the human chases the lost shipment through the carrier. That resolution is the augment skill.

WORKFLOW 4

Entitlement Management

Accounts, licenses, subscriptions, warranties across hybrid models.

Market signal. Access and licensing errors cause failed interactions and revenue leakage; instant agentic verification cuts renewal and access churn. (Concentrix)

AUTOMATE

- › Verify entitlements instantly
- › Apply account changes consistently across platforms
- › Confirm downstream effects before changes take effect

AUGMENT

- › Resolve access issues spanning hardware, software, and subscription

HUMAN-ONLY

- › Complex entitlement disputes and policy exceptions requiring judgment

Readiness gap. Most access checks automate; the entitlement dispute that touches revenue needs a person. Spotting that line fast is the augment skill.

WORKFLOW 5

Billing and Refunds

Charges, invoices, credits, refund queries across devices and subscriptions.

Market signal. Unclear charges across devices and usage-based services escalate disputes; clear agentic explanations cut duplicate contacts. (Concentrix)

AUTOMATE

- › Consolidate billing, usage, and contract data
- › Resolve straightforward discrepancies autonomously

AUGMENT

- › Explain charges clearly
- › Escalate disputes with comprehensive context

HUMAN-ONLY

- › Judgment calls on complex disputes
- › Approval authority for refunds

Readiness gap. Explaining an invoice is routine; approving a refund is authority. The agent assembles the case, the human signs off.

From a tool budget to a workforce that can use it

1. The stat proves the buyer is already spending on this workflow.
2. The task table proves almost nothing fully automates; nearly two-thirds is augment, the highest of any vertical here.
3. The augment band is the re-skilling surface, and AI talent demand outstrips supply three to one.
4. Nuvepro measures who is ready for the augment work and certifies the rest with a guarantee.
That is the difference between a tool budget and a workforce that can use it.

HOW THIS WAS BUILT

Task splits: live jobscraper corpus, 217 technology support and customer-success roles, 4,186 tasks, same classifier as [/explore](#).

Workflow taxonomy and market framing: Concentrix, Top 5 Agentic AI Use Cases in Technology and Consumer Electronics.

Workforce and adoption statistics: 2026 technology AI workforce research (IDC, BCG, WEF).

HONEST CAVEATS

The corpus skews to enterprise-SaaS customer success roles at technology firms; the workflow tasks below follow the Concentrix consumer-electronics support taxonomy, so treat the split as the technology support pattern and the tasks as the consumer-electronics application.

Market and readiness stats carry named sources; the Concentrix, IDC, and BCG lines are the ones to lead with in front of a CXO.

Percentages are corpus-level, not any single firm's internal data.