

AI Automation

Workflow automation with controlled AI steps, triggered from emails, forms, uploaded documents, CRM changes, webhooks, database updates or schedules.

<https://www.apporix.lu/solutions/ai-automation-luxembourg>

The deterministic / AI split

This is the defining design choice. Rules, validations and system updates run deterministically and behave identically every time. AI is invoked only where fixed rules are insufficient — classifying requests, extracting data, summarising content, drafting messages or suggesting routing. Sensitive actions wait for a person before sending, booking, updating records, escalating cases or triggering downstream workflows.

The result is a workflow that can be monitored and reasoned about. Logs, retries, exceptions and results are tracked after launch, and the workflow is refined once the first automation has proven its value.

Processes commonly automated

Email triage	Scheduled reminders
Customer support	Appointment handling
Lead qualification	Document processing
CRM updates	Reporting
Internal approvals	Recurring administrative workflows

How a project runs

01. Audit	Review repetitive work, current tools, data sources and risks to find automation with real business value.
02. Design	Define deterministic steps, controlled AI tasks, integrations, fallback paths, approval points and success criteria before building.
03. Prototype	Build a focused proof of concept the client’s team tests with realistic inputs and edge cases.
04. Integrate	Connect to the tools it needs, from Outlook and Odoo to BOB50, APIs and internal systems.
05. Improve	Monitor logs, retries, results and exceptions, then expand.

Apporix starts small deliberately: a focused prototype in a few weeks, expanded after value is proven, rather than a transformation programme.