10XLever

FREE FIELD GUIDE

What AI Still Cannot Do Reliably

A short field guide to the places where modern AI is useful, impressive — and still not trustworthy enough to own the decision.

FREE Digital field guide

Practical. Vendor-neutral. Security-aware.

1. AI can be wrong without looking uncertain

Fluent language is not evidence. Models can invent facts, sources, quotes, calculations, legal rules, product details, or technical explanations. Verification matters most when the error is difficult to detect or expensive to act on.

2. AI does not own accountability

A model can recommend. A person or organization still owns the customer promise, financial decision, legal filing, security change, code deployment, medical decision, or other consequence.

3. AI does not automatically know the live world

A model may need current tools, web access, databases, sensors, or connected systems to know what is happening now. Even with access, retrieved information can be incomplete or wrong.

4. AI is weak at ambiguous edge cases

The clean demo is rarely the real workflow. Customers interrupt. Forms arrive incomplete. Policies conflict. A supplier changes format. A caller is angry. A website contains malicious instructions. Good systems define escalation for the cases that do not fit.

5. Agents magnify both usefulness and mistakes

When AI can send email, edit records, make calls, run code, or trigger transactions, a wrong answer becomes a wrong action. Permissions, approvals, logs, and rollback matter.

6. High-stakes professional work still needs professionals

AI can help organize records, draft questions, summarize documents, compare alternatives, and prepare for a conversation. It should not be treated as a substitute for qualified legal, tax, accounting, medical, financial, compliance, or security professionals when the decision carries meaningful consequences.

The human-in-the-loop checklist

- ■ Can I verify the important facts independently?
- ■ Would a wrong answer create a customer, legal, financial, safety, or security consequence?
- ■ Is the AI working with confidential or regulated information?
- ■ Can it take an external action?
- ■ Is there a clear escalation path for uncertainty or unusual cases?
- ■ Can I undo what it does?

The 10XLever rule

Use AI aggressively where errors are cheap and visible. Add controls as consequence rises. Keep people firmly in charge where accountability cannot be delegated.

Want to find a better first use case?

Visit 10xlever.com/lever-finder and score one process for volume, repeatability, judgment, and data sensitivity.