

ITES Workforce Transition Checklist

Companion to: From BPO to Tech: Complete Guide to ITES Workforce Transition in 2026

Tick each statement that is true for your organisation today. Every unticked item is a specific, fixable gap.

- ☐ **01** We have listed every process and estimated how much of its volume AI can handle.
- ☐ **02** Each role is classified as automate, augment or elevate.
- ☐ **03** Every agent has a current skills assessment, not just tenure and KPI history.
- ☐ **04** We know which agents have the aptitude for technical, analytical or AI-supervision roles.
- ☐ **05** Reskilling paths are defined for each target role, with milestones.
- ☐ **06** Assessment benchmarks for new hires reflect the harder, post-automation work.
- ☐ **07** Team leaders are trained to manage blended human-and-AI workflows.
- ☐ **08** SLA and CSAT targets have been reviewed for the new operating model.
- ☐ **09** Clients have been briefed on how quality will be protected during the change.
- ☐ **10** We track redeployment rate, not only headcount savings.

Your score

9-10 ticked: strong foundation. Focus on measuring outcomes and scaling what works.

5-8 ticked: good start. The unticked items are where results are being lost.

0-4 ticked: early stage. A structured diagnostic is the fastest way to find where to begin.