Should AI Applications Have an Undo Button?

Autor: PaulS - 2026/11/23 13:19

One thing I rarely see discussed in AI development is how users can reverse an AI decision after it has already affected a business workflow.

Take an AI system that automatically categorizes incoming customer requests, updates CRM records, and assigns tasks to employees.

Everything works until the system classifies an important customer complaint as a low-priority request.

Someone eventually notices the mistake, but by then, the request has been assigned to the wrong team and the customer has been waiting for hours.

Correcting the AI's classification is easy. Reversing everything that happened afterward is much harder.

That's why I think AI-powered applications need more than accurate predictions. They need clear action histories, correction options, and safeguards for decisions that affect real business operations.

At **Slash Software**, an **AI software development company**, this is the kind of practical consideration that matters when building AI solutions for business workflows.

Not every AI action needs human approval. But users should have a way to understand what changed, correct mistakes, and recover from unexpected outcomes.

Personally, I'd prefer an AI system that occasionally asks for confirmation over one that confidently makes changes nobody can easily reverse.

What do you think? Should undo and rollback functionality become standard features in AI-powered business applications, or would that make automation unnecessarily complicated?

Visit:https://slash.software/ai-software-development-company

==========