Your First AI Workflow Map

One real task. Clear human checks. A result you can measure.

Choose one manageable job. Write your plan below, then use the fictional example on page 2 as a guide.

PROMPT / Define the job

1. The task and useful outcome

What repeats? What would a good result look like?

2. The facts and instructions

Where do confirmed facts come from? What must AI ask rather than guess?

PROCESS / Map the work and the human decisions

3. The sequence

Trigger > Source information > AI draft > Human review > Next action

4. The human check and stop rules

Who checks what? What uncertainty or missing information stops the process?

5. The next action and its owner

Who sends or uses the approved output? Where is the next action recorded?

PROOF / Check whether it helped

6. Compare similar tasks. Include drafting, checking and using the result.

Measure	Current method	AI-assisted test
Total minutes		
Corrections needed		
Next action completed?		

7. The first test

Use fictional or approved material. Define what must pass before anything goes live.

A useful first result may be a clearer process or a change to the instructions. Do not assume savings or sales before measuring them.

One enquiry, mapped

A fictional upholstery-cleaning business. No live booking, automation or client result is shown.

1. Task and useful outcome

Prepare an accurate first reply to a quote request. Good means acknowledging what is known, asking for missing details and avoiding an unchecked booking promise.

2. Facts and draft instructions

Enquiry: “Hi, could you quote to clean a three-seat sofa in North Lakes next week?”
Known: sofa size, suburb and requested week. **Missing:** photo, fabric and access details; confirmed price and availability.
Draft rule: ask for the missing information. Do not invent a price, available time or booking confirmation.

3. Sequence

Enquiry arrives > use the approved service rules > prepare a draft > owner checks it > owner sends the approved reply and records the next action.

4. Human check and stop rules

The owner checks the details and commitments. During the test, nothing sends automatically. Unclear suitability, unknown facts or a request outside the service rules goes back to the owner.

EXAMPLE DRAFT FOR HUMAN REVIEW

Thanks for your enquiry about the three-seat sofa in North Lakes. Could you send a clear photo and let us know the fabric type, if known? We’ll confirm the price and available times before anything is booked.

5. Next action and owner

The owner sends the reviewed request for details and records “awaiting photo and fabric details”. Price and availability are checked before a booking is agreed.

6. What to measure

Compare similar enquiries with the current method and the AI-assisted test: total minutes, corrections required, and whether the appropriate next action was completed. There are no measured savings in this example.

7. First test and pass criteria

Try a small set of fictional enquiries, including one with missing details and one that needs escalation. Pass only when no unconfirmed price, time or booking is promised, and every draft has an appropriate human check.