THE MATERIAL OF TEACHING · WORKING SESSION

Swimlane blueprint for AI conversations

One scenario per sheet

SCENARIO

HIDDEN PARTY

QUESTION TO ASK

Customer						
Customer's AI agents, apps, assistive tools						LINE OF INTERACTION
Company's AI facing the customer						
Staff frontstage						LINE OF VISIBILITY
AI tools for staff between colleagues						
Team backstage						
Company systems orders, logs, automation						COMPANY BOUNDARY
Outside the company personal tools						

● A person acts ○ An AI or tool acts ◌ Hidden party Number each step in order. Draw a line between steps.

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