

What AI needs to know about your business

Suppose you ask an AI assistant to draft a quote for a customer. It may write a clear email, but it cannot be relied on to know your current prices, what you promised the customer, or which discounts require approval unless that information is available to it.

Begin with a task you already understand

AI can help with work such as summarizing information and preparing drafts. Choose one task, like preparing a quote, and list what an experienced employee would check before completing it. The relevant facts and rules are often called business context.

Give it the information the task requires

For a quote, that could mean:

- The service: what is included, what costs extra, and what you cannot provide.
- The customer: what they asked for and what has already been discussed.
- The price: current rates and any agreed terms.
- The rules: who can approve a discount or an unusual request.
- The evidence: the documents and messages supporting those details.

Other tasks need different information. Start with what is necessary for the task you selected.

Make sure the information is current

Decide which price list to use if several versions exist. Record promises that otherwise live only in someone's memory. Name a person who keeps each important source up to date. The assistant should show the records behind its draft and flag anything it could not establish.

Decide what requires a person

The assistant could prepare the quote while an employee checks the details and approves it before sending. Tell it what to do when a price is missing or a request falls outside the usual rules. Reading records, preparing drafts, and making commitments should have clear permissions.

Check that someone else can do the work

Try the process with a second employee using written instructions. Check accuracy and the amount of correction needed. This helps reveal whether the task still depends on one person's knowledge.

GrowFast examines these dependencies so a business can prepare for changes in leadership or ownership. A useful first step is to identify one recurring task that only one person currently knows how to complete well.