TECHNICAL FLUENCY NAVIGATOR

TECHNICAL WEB SERVICES / AI CUSTOMER DISCOVERY

Purpose A one-page thinking aid for initial customer enquiries—not a validated architecture, quotation or implementation plan.

01 MY ROLE AND CONVERSATION FOCUS

My role most often needs technical fluency when a customer wants to improve a website, business application or repetitive process using AI. I need to identify a sensible starting route, the evidence missing, and the next validation step.

02 THREE-AXIS ROUTING CUES

USER / PRODUCT SURFACE	Interactive discussion → ChatGPT Chat; delegated research or deliverables → ChatGPT Work; coding assistance → Codex; AI embedded within a customer application or process → OpenAI API. Codex may build local software that needs no AI at runtime.
CAPABILITY / ARCHITECTURE	Identify required context and retrieval, structured output, tools and system actions, integrations, accuracy checks and any human approval steps.
DEPLOYMENT / OPERATIONS	Establish where it runs, access and permissions, data handling, retention, monitoring, audit logs, error recovery and who operates or supports it.

03 DISCOVERY QUESTIONS I REUSE

Workflow / outcome: Who needs this, what triggers the task, and what would a successful result look like?

Surface: Will people converse with AI, delegate work to it, or use AI within existing software?

Capability: Which records, files or systems must it read; and what must it produce or change?

Operations: What security, hosting, approval, accuracy, audit and support requirements apply?

04 TRADE-OFFS AND ESCALATION SIGNALS

Trade-offs to explain Fast adoption with existing ChatGPT tools vs customisation and integration through the API; greater automation vs more approvals, monitoring and exception handling.

When to involve specialists Sensitive or regulated data, privacy or security requirements → privacy/security adviser. High-impact system updates or difficult integrations → customer system owner, domain expert or integration specialist.

LEVEL 1 NOTE Surface: _____ Capability: _____ Validate next: _____

Development focus: build hands-on familiarity with ChatGPT Work and Codex, while applying existing TWS integration and deployment experience.