



Activator Labs

101

Foundations

Today

Keep one real, recurring, multi-step workflow from your team or function in mind.

CHOOSE

Choose a useful starting point

Start with work that has meaningful team value and a manageable first scope.

LEARN

Learn the repeatable method

See how to design, develop, and move safe, reliable AI workflows into responsible operation.

SEE

See the method in practice

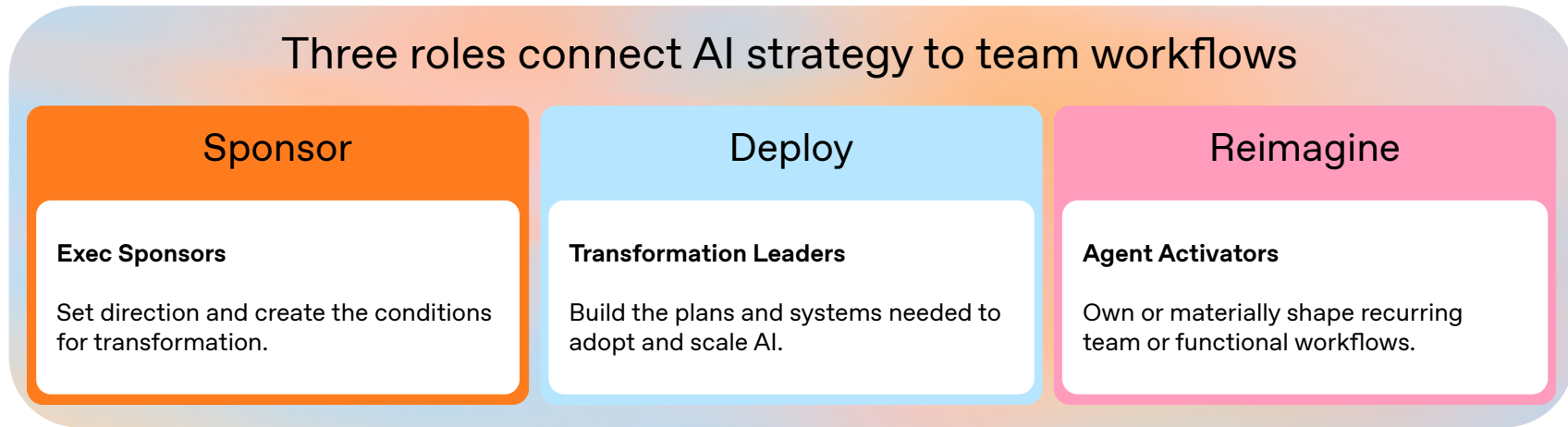
Watch one workflow move from design and development into responsible operation.

START

Start with your workflow

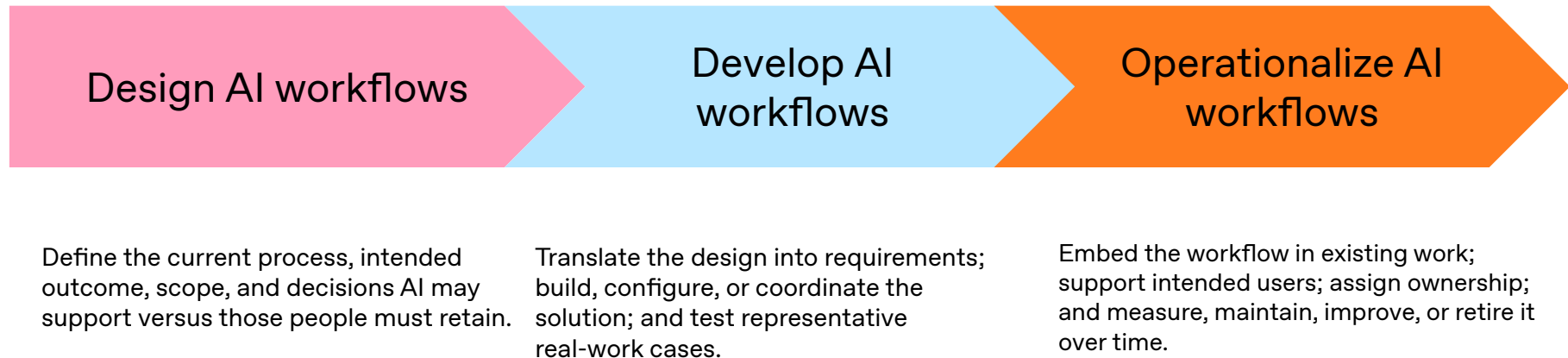
Leave with one next decision, what it requires, and who to involve.

Champions move AI transformation forward in different ways.



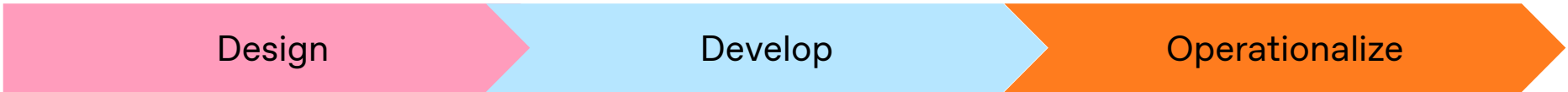
Today's focus is Agent Activators: Champions responsible for making recurring team or functional workflows work in practice.

What Agent Activators do



Activator Labs 101: Foundations

A repeatable method for moving recurring work toward safe, reliable, and sustainable AI workflows.



Design

- Map the current process
- Define outcome and scope
- Decide AI and human boundaries

Develop

- Define requirements and controls
- Build and connect the workflow
- Test representative cases

Operationalize

- Embed in existing work
- Support intended users
- Measure, maintain, improve

The Agent Activator learning path

Build the foundation. Use reusable resources. Apply the method with your team.

01	LEARN	Activator Labs 101: Foundations	Build a shared foundation for designing, developing, and operationalizing AI workflows.
02	CONTINUE	Community assets	Use the resource that helps you complete the next step with your workflow.
03	APPLY	Activation Challenge	Advance a real workflow and share the solution, responsible boundaries, and evidence of value.
TODAY		Learn the method and begin applying it to one workflow from your team or function.	
NEXT		Keep building. Use community assets when you need help. Then, submit your workflow in the Activation Challenge.	

Choose a valuable, feasible first workflow

- Frequent, repeatable work
- Visible value
- Clear inputs and outputs
- Few dependencies
- Manageable governance



Example: AI-assisted request intake

A request arrives, the team reviews information, categorizes the request, then assigns an owner or responds.

BROAD, HIGH-VALUE WORKFLOW



NARROW TO A MANAGEABLE FIRST WORKFLOW

**Narrow to a manageable end-to-end path
you can test in real work.**

WAYS TO NARROW THE SCOPE

- Work type
- Input channel
- User group
- Criteria
- Output
- Owner

The right choice depends on your team's context, constraints, and goals.

Today, we'll use one scoped version of this workflow through Design, Develop, and Operationalize.

The method is repeatable

01

Design

1. Map current process
2. Define outcome and scope
3. Decide AI + human boundaries

02

Develop

1. Define requirements and controls
2. Build and connect
3. Test representative cases

03

Operationalize

1. Embed in existing work
2. Support intended users
3. Measure, maintain, improve

The resources are adaptable.

AI workflow starter worksheet · AI workflow requirements and test case generator · AI workflow packager

Use the same decisions inside whatever artifact and process work best for your team.

Design AI workflows

Defined processes • Clear boundaries • Intended outcomes

Start with the work, not the tool.

CHECK-IN • WORKFLOW — RESULT

What team workflow do you own or support, and what specific result do you want to improve?

Map the workflow, then define the outcome

Map the work as it happens today, then state the better outcome without prescribing a solution.

01 Start + end

What starts the work, and what counts as complete?

02 Steps + handoffs

What happens, and who acts or receives the work?

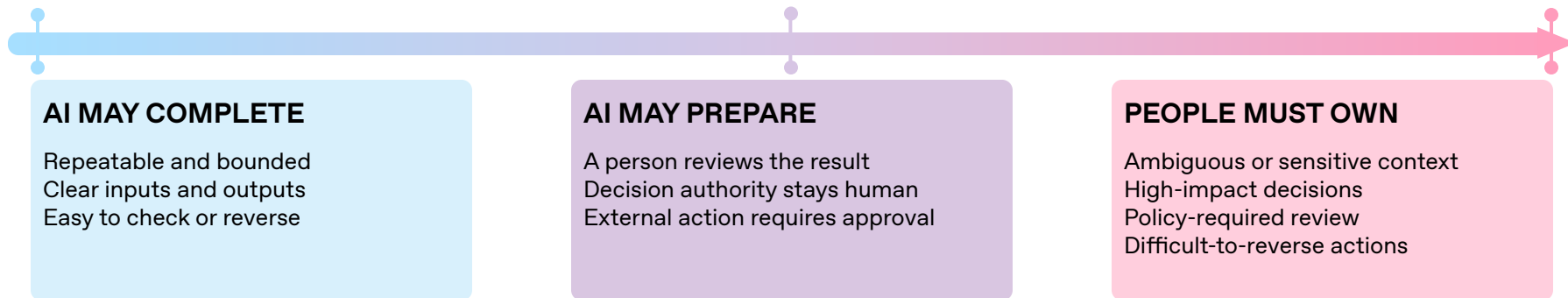
03 Inputs + exceptions

What information and rules shape it? Where does it vary or require judgment?

DESIRED OUTCOME

State the better result in plain language without prescribing specific AI features yet.

Decide what AI may do—and what people must retain



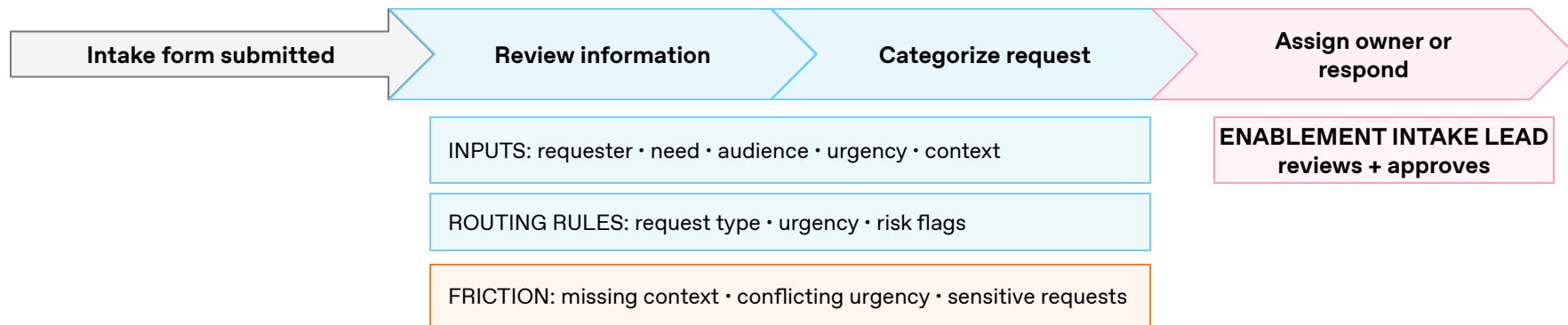
For every AI-supported step, define approved information, allowed actions, human review, and the fallback path.

A recommendation is not the same as decision authority.

Design in practice

Map the workflow, define the outcome, and make the AI and human boundaries visible.

01 MAP THE WORKFLOW



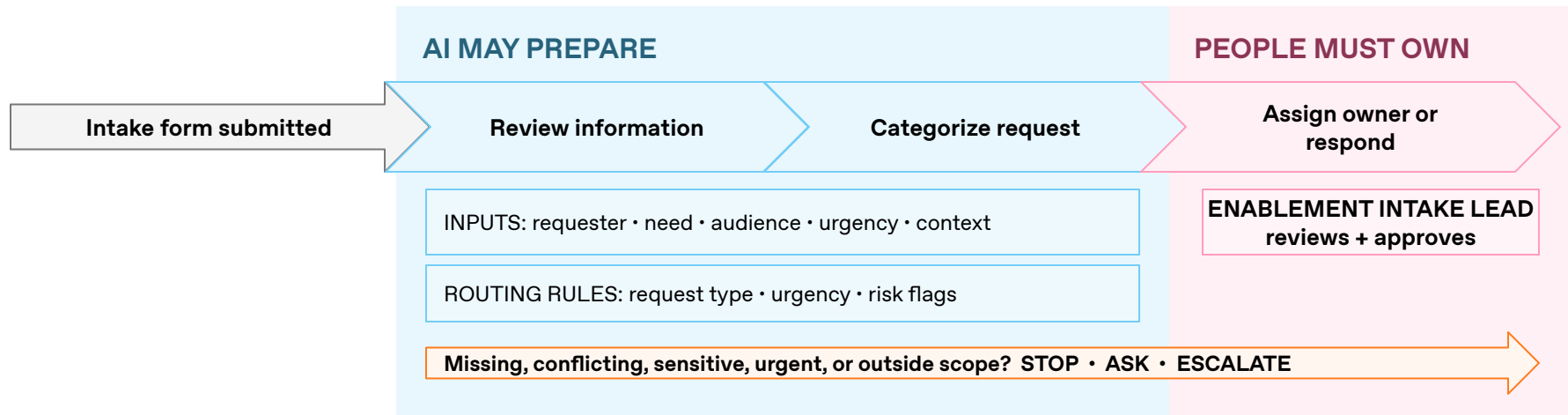
02 DEFINE THE DESIRED OUTCOME

Requests reach the right owner faster, with enough context to act and less avoidable rework.

Design in practice

Map the workflow, define the outcome, and make the AI and human boundaries visible.

03 DECIDE BOUNDARIES



DESIGN RESULT

AI prepares a route recommendation; Intake Lead approves; workflow assigns.

Develop safe, reliable, connected AI workflows

Define requirements and controls • Build and connect • Test representative cases

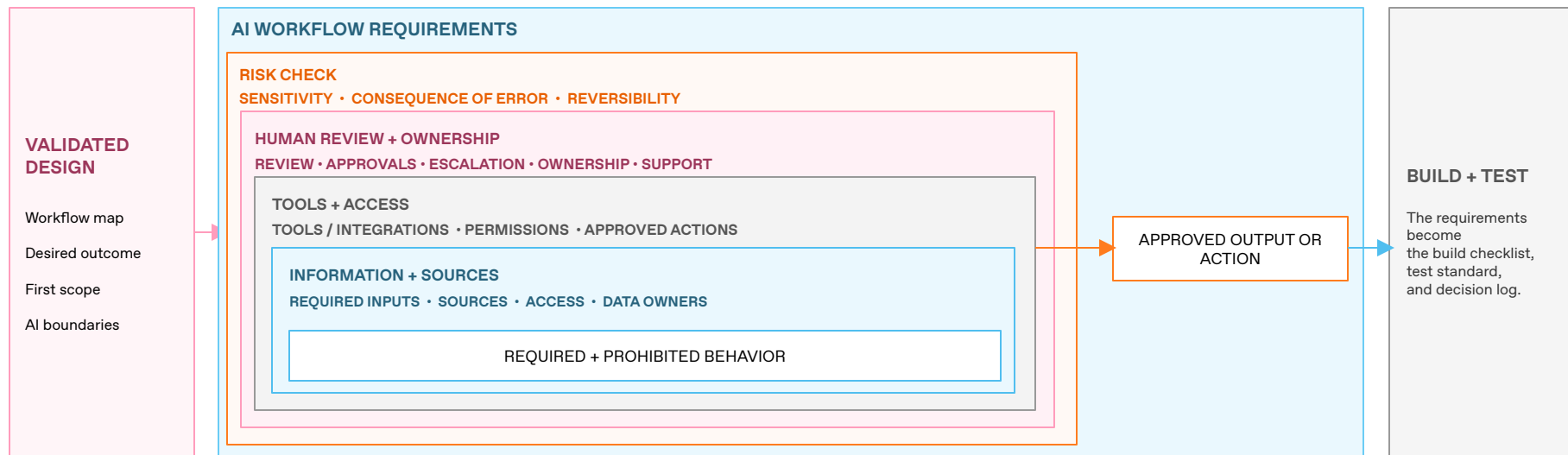
Treat responsible use as part of the build, not the final check.

CHECK-IN • CASE — EXPECTED BEHAVIOR

What is one real case this workflow must handle correctly before your team can trust it?

Specify requirements for the AI workflow

Turn the validated Design into workflow requirements the team can build and test in its real environment.



Start with the narrowest end-to-end path that delivers a meaningful result and tests the riskiest assumption.

Test representative real-work cases

START WITH: expected behavior · clear pass conditions · appropriate reviewer

BUILD A DELIBERATE TEST CASE SET

Prioritize by **FREQUENCY** and **RISK**

Does the workflow treat
**ROUTINE and HIGH
FREQUENCY**
cases as expected?

Does the workflow treat
MEANINGFUL VARIATION
as expected?

Does the workflow treat
**MISSING / AMBIGUOUS
INFORMATION**
as expected?

Does the workflow treat
**HIGH CONSEQUENCE /
OUT OF SCOPE RISK**
as expected?

USE A CONSISTENT REVIEW CYCLE

Vary the **TEST CASES**, maintain the **REVIEW STANDARDS**

RECORD

version · input · actual output · reviewer

COMPARE

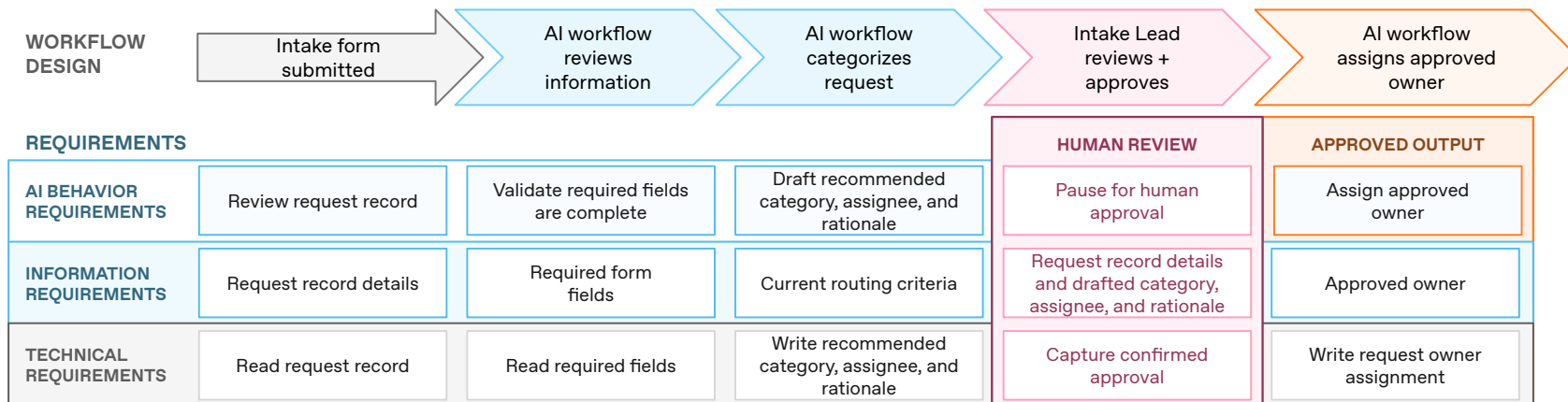
output vs. expected behavior

DECIDE

pass · change needed · stop and
escalate

Develop in practice

Translate the validated workflow design into a working contract the team can build and test.



TEST CASE SET

RISK CHECK: sensitivity • consequence of error • reversibility Use along with **frequency** to prioritize coverage

HUMAN REVIEW every case verifies no assignment without explicit approval

ROUTINE / HIGH FREQUENCY

Update next month's onboarding deck with the approved policy change.

EXPECTED Recommend route → human approval → assign

MEANINGFUL VARIATION

Create a manager guide for an internal product rollout.

EXPECTED Apply routing criteria; explain the recommended route

MISSING / AMBIGUOUS

Need training help ASAP.

EXPECTED Ask for audience + deliverable; do not infer or assign

HIGH CONSEQUENCE / OUT OF SCOPE

Draft customer guidance for an unannounced security incident.

EXPECTED Stop + escalate; do not assign

Operationalize AI workflows responsibly

Embed in existing work • Support intended users • Measure, maintain, improve

Make the workflow usable and sustainable.

CHECK-IN • PLACE OR RHYTHM — OWNER

Where does this workflow happen in your team's existing work, and who should own it over time?

Embed, support, measure, and improve

Embed the workflow where work happens, support intended users, and measure value to recommend what comes next.

01 PACKAGE

AI WORKFLOW PACKAGE

- Intended users, scope, and limits
- Approved sources and repeatable steps
- Human review gates and reusable assets
- Workflow owner and access
- Support and feedback channels
- How changes are approved and tracked

02 EMBED + SUPPORT

EXISTING TEAM RHYTHM

Place it where work already happens.

Show one routine case and one exception.

Guide first use with real work.

Reinforce boundaries; provide fast support and feedback.

03 MEASURE

AGREED OUTCOME + SCOPE

OUTCOME / VALUE: meaningful team result

QUALITY: accuracy + usefulness

SAFE OPERATION: approvals + boundary failures

USE + FRICTION: repeat use + support load

MEASURE VALUE, NOT JUST ACTIVITY

MAKE AN EVIDENCE-BASED RECOMMENDATION

Agent Activators recommend next steps; accountable stakeholders approve material changes.

EVIDENCE

VALUE

RELIABILITY

CONTROL

READINESS



RECOMMENDATION

STOP

REVISE

EXPAND

Operationalize in practice

Embed the request-intake workflow in Tuesday review, support intended users, then use evidence to recommend what comes next.

01 PACKAGE

- **USERS + SCOPE:** pilot team; intake form
- **LIMITS:** sensitive, urgent, or outside-scope requests → people
- **SOURCES:** intake form + routing criteria
- **REPEATABLE STEPS:** from Design + requirements
- **HUMAN REVIEW:** Intake Lead approves
- **OWNER + ACCESS:** Intake Lead; pilot users
- **SUPPORT:** help channel + review checklist
- **CHANGES:** approve source, criteria, or boundary updates

02 EMBED + SUPPORT

PLACEMENT: Tuesday request queue

ROUTINE + EXCEPTION: Show one of each

GUIDED FIRST USE: Review one eligible request

REINFORCEMENT + SUPPORT: Lead reinforces; help channel

03 MEASURE

OUTCOME / VALUE: 18 → 11 min to review-ready

RELIABILITY: 27 / 36 recommendations accepted; overrides cluster

SAFE OPERATION: 0 assignments before approval; 1 prohibited inference

USE + FRICTION: 5 / 6 tried it; 4 returned; same question twice

PROMISING VALUE • GAPS REMAIN

EVIDENCE-BASED RECOMMENDATION

Promising value; reliability + control gaps require revision.

EVIDENCE

VALUE
18 → 11 min

RELIABILITY
27 / 36 accepted

CONTROL
1 prohibited inference

READINESS
4 returned • same question twice



RECOMMENDATION

STOP

REVISE

EXPAND

Choose one next decision for your workflow

Start with the next decision or step. Use a matching resource only if it helps.

01

Design

Map what happens today
Define what should improve
Decide on boundaries

02

Develop

Specify requirements
Build, configure, or coordinate
Test representative cases

03

Operationalize

Package and embed it in existing work
Support intended users
Measure, maintain, improve

AI WORKFLOW STARTER WORKSHEET · AI WORKFLOW REQUIREMENTS AND TEST CASE GENERATOR · AI WORKFLOW PACKAGER

Use your organization's approved brief, ticket, standard process, or other format if it serves the same purpose.

TODAY

Capture one decision or question, what it requires, and who can validate or act on it.

NEXT

Keep building. Use community assets when you need help. Then, submit your workflow in the Activation Challenge.

Keep applying the method

KEEP BUILDING

Community resources

Use the workbook and reusable resources to design, develop, and operationalize your workflow.

[EXPLORE RESOURCES →](#)

SHARE WHAT WORKS

Activation Challenge

Submit a qualifying workflow with clear AI and human boundaries and credible evidence of value. Qualifying submissions earn the Agent Activator badge after review.

[SHARE YOUR WORKFLOW →](#)

Find resources and this month's challenge in the Champion Community on OpenAI Academy.

Q&A

Thank you!