Workplace-AI-Prompts – Global Gap Analysis & Version‑2 Plan

Objective: Identify real gaps in current workplace AI tooling and prompt kits, propose concrete Version‑2 features to fill them, and estimate practical impact based on what we’ve built so far.

# 1) Executive Summary

• Major vendors (Microsoft 365 Copilot, ServiceNow Now Assist, Envoy/Eptura) provide powerful AI features, but teams still lack context‑aware, multi‑step workflows, adoption playbooks, guardrails, and industry‑specific depth.  
• Version‑2 will pivot from “more prompts” to “playbooks and workflows,” including chained prompts, interactive checklists, vertical modules, guardrails, and measurable KPIs.  
• Expected impact: reduce time on recurring ops by 25–40% in pilot workflows; raise consistency and handoff quality.

# 2) Gaps in Current Ecosystem → V2 Features

• Lack of context‑aware multi‑step workflows

Pain: Most resources stop at single prompts; real ops (moves, incidents) require chained steps.

V2 Feature: Deliver workflow playbooks (e.g., Office Move, Incident Mgmt, Event Planning) with step‑by‑step prompts + templates + emails + trackers.

• Prompt quality issues (missing context/specs)

Pain: Common failures: missing inputs and unclear constraints lead to weak outputs.

V2 Feature: Add meta‑guidelines & pre‑flight checklists: required fields, role, tone, constraints; embed as first step in each workflow.

• Adoption friction inside companies

Pain: Teams need governance, training, and rollout plans to use AI reliably.

V2 Feature: Ship Adoption Kits: governance checklist, training agenda (60‑min), policy guardrails, rollout timeline, KPI sheet.

• Security/ethics risks (prompt injection, sensitive data)

Pain: LLM apps are vulnerable without safeguards; risk of leakage/misuse.

V2 Feature: Add Guardrails: red‑flag input patterns, do/don’t examples, escalation rules; reminders to sanitize sensitive inputs.

• Generic across industries

Pain: Horizontal kits don’t address constraints in manufacturing, healthcare, etc.

V2 Feature: Add 3 vertical packs: IT/Tech, Manufacturing, Education (templates, policies, examples).

• Poor ROI measurement

Pain: Pilots rarely quantify value; hard to sustain adoption.

V2 Feature: Bundle KPI calculators: time saved, SLA impact, rework rate; include before/after worksheet.

# 3) Impact Estimation (Pilot Workflows)

Scope pilot across 3 workflows (Incident Mgmt, Office Move, Weekly Reporting). Assumptions use conservative ranges based on internal observations and typical ops baselines.

• Time reduction per task: 25–40%  
• Rework rate reduction (docs sent back): 10–20%  
• First‑response time improvement (tickets/comms): 15–30%  
• Consistency uplift (handoff completeness): qualitative ↑ (standardized fields/sign‑offs)  
Coverage estimate: With V2 playbooks, ~60–70% of repetitive Admin/Facilities workflows can be guided end‑to‑end; remaining tasks need human judgment or specialized systems.

# 4) Why Large Vendors Haven’t Already Done This

• Focus & Incentives: Platforms prioritize core features and scalability over process‑specific playbooks.  
• Liability & Governance: Prescriptive workflows carry risk; vendors keep guidance generic.  
• Customer Diversity: One size rarely fits all; toolkits over playbooks.  
• Ecosystem Strategy: Vendors expect partners/community to build on top of their platforms.

# 5) If We Build This, Will It Be Accepted?

• Enterprises: Likely to adopt as a companion resource; reduces time to value; vendor‑agnostic.  
• Tool Vendors: Neutral‑positive; complements their platforms, possible community reference.  
• Practitioners: High interest for step‑by‑step guidance.  
• Risks: Over‑prescription; mitigate via customization notes and adjustable parameters.

# 6) Version‑2 Deliverables (Concrete)

A. Workflow Playbooks (DOCX + XLSX/Notion + PNG flows): Incident Mgmt, Office Move, Event Planning, Vendor Renewal.  
B. Meta‑Guidelines: Prompt pre‑flight checklist; role/tone/constraints blocks.  
C. Guardrails: Security red flags, data‑handling rules, approval steps.  
D. Vertical Packs: IT/Tech, Manufacturing, Education (each with 12 prompts, 2 templates, 1 mini‑case study).  
E. KPI Kit: Before/After tracker, time‑study sheet, weekly dashboard sketch.  
F. Docs Site: GitHub Pages/Notion hub for easy browsing.

# 7) Upload Plan (Repo Additions)

Docs/Version2\_Roadmap.docx  
Docs/Gap\_Analysis\_v2.docx (this file)  
Playbooks/<workflow>/ (DOCX, XLSX/CSV, PNG)  
Verticals/<industry>/ (prompts, templates, mini‑case)  
KPI\_Kit/ (calculators, sample dashboards)