

Who's Driving?

Every AI product – chatbot, copilot, agent, automation – is one of three things. Here's how to tell.

ASK ONE QUESTION

"Where do I fit in this AI workflow?"

TIER 1 AI you drive

You run the workflow – the AI helps with each step you give it. (human in the loop)

Like: ChatGPT, Copilot, writing & research tools

Car: you drive, world-class navigator

When wrong: fails cheap & visible – you catch it

TIER 2 AI you supervise

The AI runs the workflow – you approve key steps & handle exceptions. (human on the loop)

Like: support agents, booking systems, sales rep agents

Car: cruise control

When wrong: weak checkpoints let things slip

TIER 3 Unsupervised AI

Runs on its own in the background – you're not in the workflow. (human out of the loop)

Like: classify · route · extract · decide, at volume

Car: full self-driving

When wrong: SILENT failures that pile up

The test – only three answers are possible:

"I run the workflow – the AI helps me with each step"



TIER 1 – you drive

"The AI runs it – I approve at key steps"



TIER 2 – you supervise

"I don't see the workflow – it runs on its own"



TIER 3 – unsupervised

Tier-3 rule: mistakes better be cheap – or the measurement better be serious.

Try it on "a chatbot": a writing helper you drive (Tier 1) · a support agent you supervise (Tier 2) · answering customers unsupervised (Tier 3). Same word – three different products, costs, and risks. The label won't tell you which. The test will.

Don't choose AI by its label.
Choose it by where you fit in its workflow.