

ANATOMY OF AN AI SKILL



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**A skill helps AI think, act, review, and remember.
Its a repeatable guide for an AI model to follow.**

Mock AI Skill: Customer Support Email Assistant

This mock-up is an example breakdown of a skill to read a customer message, understand the issue, write a helpful reply, check the reply, and remember important details for follow-up. Skill language in real-world applications would be more robust than the example below.

1. Planning: “What needs to happen?”

Planning is where the AI thinks before acting.

Example: the AI asks:

What is the customer asking for?

Is this billing, technical support, account help, or something else?

What should happen next?

Should a human review this? Yes, when related to refunds, disputes, or sensitive data.

Example:

A customer says they were charged twice. The AI identifies it as a billing issue.

2. Action: “Do the work”

Action is where the AI creates or triggers something useful.

The AI may:

Draft a reply

Create a support ticket

Look up account details in approved/connected systems

Route or escalate the issue to the right team

Ask the customer for missing information

Example:

The AI writes a reply asking for the invoice number and sends the issue to billing.

ANATOMY OF AN AI SKILL CONTINUED...

3. Reflection: “Check the work”

Reflection is where the AI reviews the answer before it is used.

The AI checks:

Did it answer the customer’s question?

Is anything missing?

Is the tone polite and clear?

Did it avoid making promises it cannot keep?

Should this be escalated?

Example:

The AI notices the customer did not include an invoice number, so it asks for it.

4. Memory: “Keep track”

Memory is where the AI saves or uses important context like ticket notes, customer history, etc.

It can house:

- The customer’s issue
- Key details like invoice number or product name
- Past interactions, if available
- Company rules or support policies
- What still needs follow-up

Example:

The AI records: “Customer reported duplicate charge. Invoice number needed.”

Simple skill workflow sample

Customer says: “I was charged twice this month. Can you fix it?”

- *Planning:* AI reviews and identifies it as a billing issue.
- *Action:* Drafts a reply and creates a billing ticket.
- *Reflection:* Checks that the reply is clear and asks for missing details.
- *Memory:* Saves the issue to the Customer Support table and sets follow-up status.