PROGRAM-WIDE · DOWNLOAD

Plain-English AI glossary

The vocabulary the four weeks use, with no math.

Users | Power Users | SMEs | Admins

TERM	PLAIN ENGLISH
Agent	A model given tools (search, files, email, a calendar) and allowed to take several steps on its own. Powerful, and the place where permissions matter most
AI step	The step where a model reads the input and writes the output. In this program it is usually your saved prompt or project in the company chat app
API	The way software talks to a model directly, billed by usage. Automations and custom tools use it
Approval map	A one-page table of which changes need nobody, which need an SME and which need the Admin, with real names
Approved-tools-and-data page	The one page that says which AI tools are approved for work and what data may go into them. Written in Week 0
Automation	A repeated task written down clearly enough that software can do most of it
Baseline	The minutes a task takes done by hand, timed on one real item
Boss challenge	The weekly team challenge: one real automation, demoed live, due by the next live call
Business plan	A vendor plan for companies. Business and API plans from the major vendors do not train on your data by default
Chat app	The website or desktop app where people type to a model
Check step	The named step where a person checks the output against the source before it is used
Context	Everything the AI can see while answering: your prompt, pasted files, earlier messages
Context window	How much text the model can consider at once. In a long conversation the app drops or summarizes early material
Data-boundary statement	A signed one-page table: each kind of data, where it may go, and who signed. "No decision yet" means it goes nowhere
Escalation pipeline	The path a question follows: User to Power User to SME to Admin. Security concerns go straight to the Admin
Free tier	Using an AI app for nothing, with limits on usage and features
Hallucination	A confident answer that is not true
Knowledge base	The curated set of material the company's AI is allowed to use: procedures, product information, policies, past answers, approved templates

LLM	Large language model: a program that has read an enormous amount of text and generates text by predicting what could come next
Local model	A model that runs on your own computer or server. It counts as local only when it really runs there
MFA	Two-step sign-in: a second factor, such as a passkey or an authenticator app, on top of the password
Model	The trained program itself. Bigger is usually smarter, slower and more expensive
Net time	Baseline minutes minus the minutes spent prompting, checking and fixing, with upkeep minutes subtracted each week
Personal plan	A vendor plan for individuals, free or paid. It may use your chats for training depending on a privacy setting
Pilot (approved pilot)	A workflow the Admin approved under the approval map for a named group and a set period, with an owner, a cost line and a way to turn it off
Production	A workflow relied on day to day after a successful pilot and a fresh security review
Prompt	The instruction you give the model
Prompt injection	Instructions hidden in something the AI reads, such as an email, a web page or a shared document. The defense is limiting what the AI can do: it reads and suggests, a person sends
Prompt library	The team's saved prompts that work, with [brackets] for the parts that change
Proof ledger	A spreadsheet that records, for every number or claim a workflow shows, what it was checked against, when, by whom and how much matched
Prototype	A workflow that works on approved material and has been shown to the people it is for, but is not relied on for real decisions
RAG	Retrieval-augmented generation: the model looks up relevant passages from your documents first, then answers from them
Seat	A flat monthly price per person for an AI app
Secure-upload pipeline	The eight steps every document goes through before an AI system can read it
Spend limit	A hard monthly limit on API spend, set on a workspace (Anthropic) or project (OpenAI), not on a single key
System or custom instructions	Standing instructions that apply to every message
Temperature	A setting for how much randomness goes into picking each next word. Most chat apps choose it for you
Test set	20 to 30 real questions from a domain with the answers the SME would give, used to score the AI's answers 0 to 3
Token	A chunk of text, roughly three quarters of a word in English. Vendors count tokens in and tokens out

Trigger	The event that starts an automation: a new labeled email, a new file in one folder, a new row in one sheet
Value ledger	One shared page of every workflow that shipped, who uses it, what it replaced and the evidence for each line
Workflow	A sequence of steps, some done by AI, that produces a result
XP	Program points, earned only for evidence someone can open. Team score is XP per active member

Words your IT team may use

The core program does not teach these. They are here so you can follow the conversation when IT reviews what you built.

TERM	PLAIN ENGLISH
Authentication	Checking who you are: the sign-in, often with a code from your phone
Authorization	Checking what a signed-in person may see or do. The approval map is the business version
Single sign-on (SSO)	One work sign-in (for example your Microsoft or Google work account) that opens many apps
Rate limit	A cap on how many requests someone can make in a period. AI vendors answer with error 429 when you hit one
Queue	A waiting line for slow work. A page adds a job and answers at once; a separate worker does the job. Amazon SQS is one queue service
Eventual consistency	Copies of data that agree after a delay, not instantly. A dashboard refreshed every hour is an example
Git and pull request	Git is the change history for code. A pull request is a proposed change that someone else reviews before it joins the main version
Reverse proxy	The program in front of an app that handles the secure connection (HTTPS) and passes requests through to it
Load balancer	Spreads incoming requests across several copies of an app, so one busy or failed server does not take it down
SFTP	A secure way to move files between servers, often used for nightly data exports between companies
Kafka	Software for streaming a constant flow of events (each order, each scan) between many systems as they happen
Elasticsearch	A search engine for fast search across large amounts of text and logs
DynamoDB	Amazon's managed database that stores records by key and is built for very high traffic
Partitioning	Splitting one very large table into parts, often by date or region, so each part stays fast
Microservices	Building one app as many small services that talk over the network, instead of one program

Sidecar	A small helper program that runs right beside an app and handles one job for it, such as logging or secure connections

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