



GFAB™ NGA Glass Fabricator Conference

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NATIONAL GLASS ASSOCIATION with GANA



ELTON BOOCOOCK

AI innovator for the glazing sector

THE FUTURE OF AI IN GLASS FABRICATION

Safe, Reliable, Practical actions we can all take
as we enter the future of AI in glass fabrication

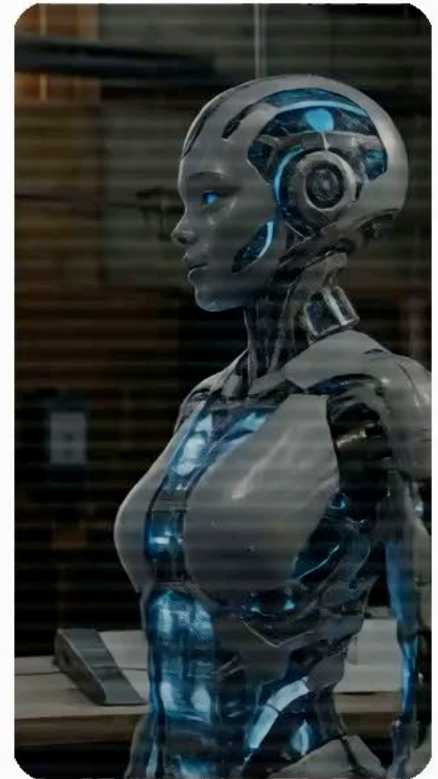
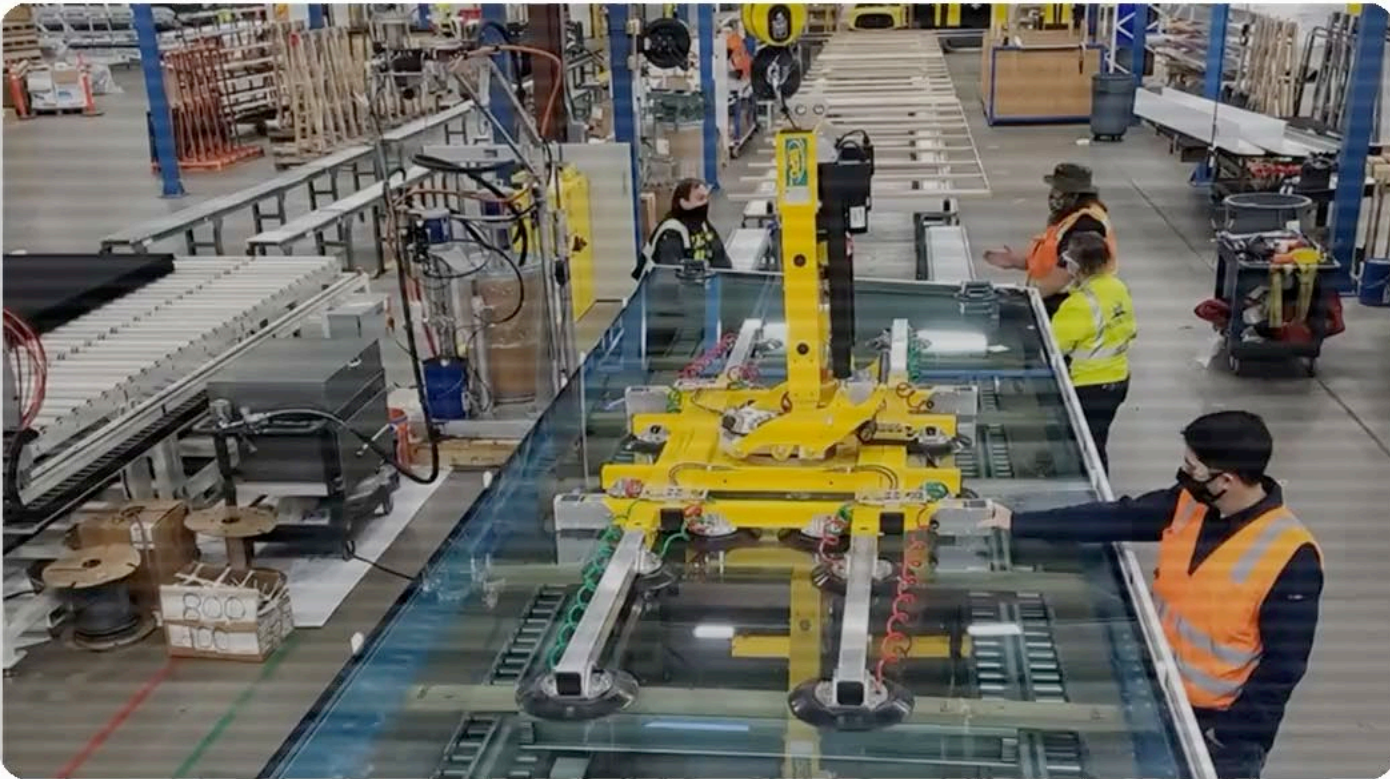
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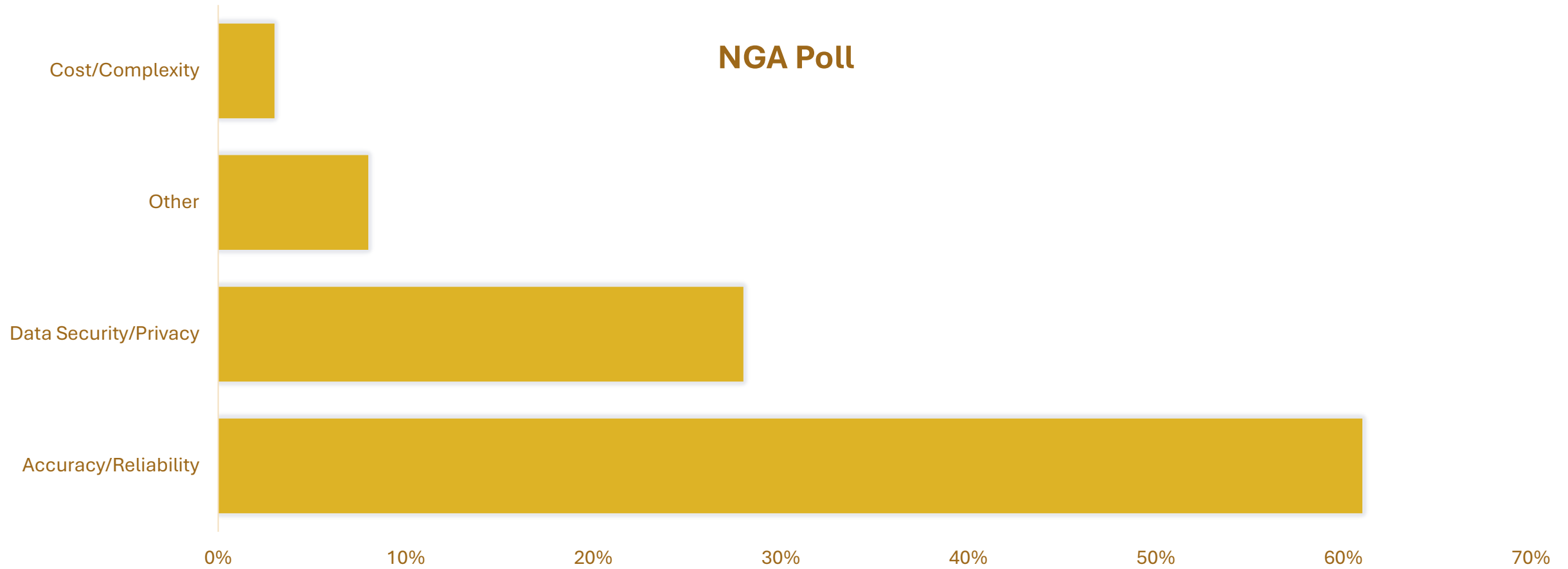
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fluent IS NOT THE SAME AS **factual**

NGA Poll





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**“AI is just like glass: incredibly useful,
but only safe when you know it’s limits.”**

General AI

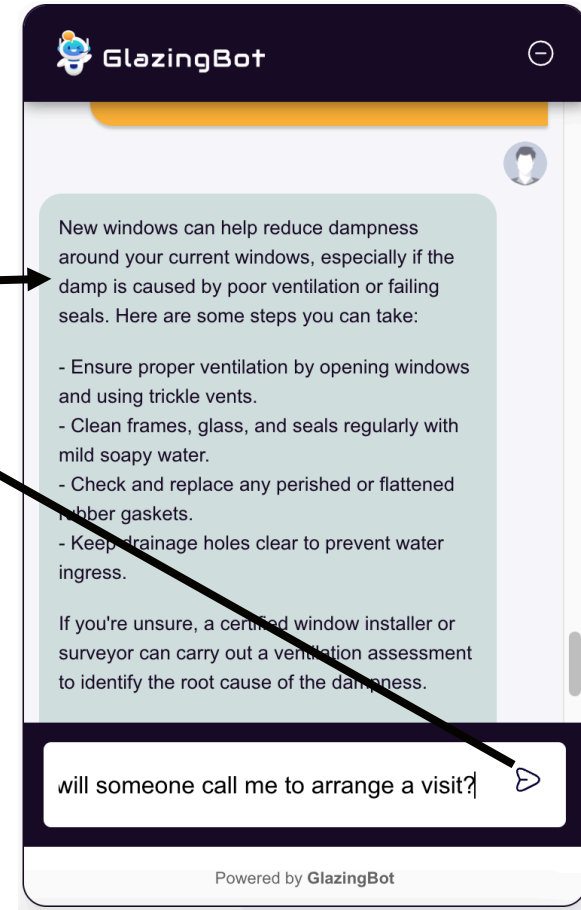
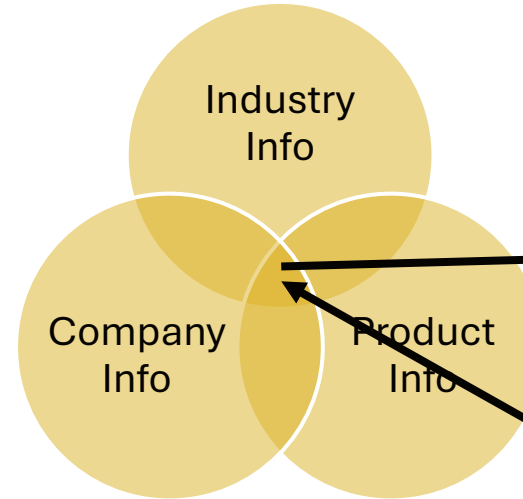
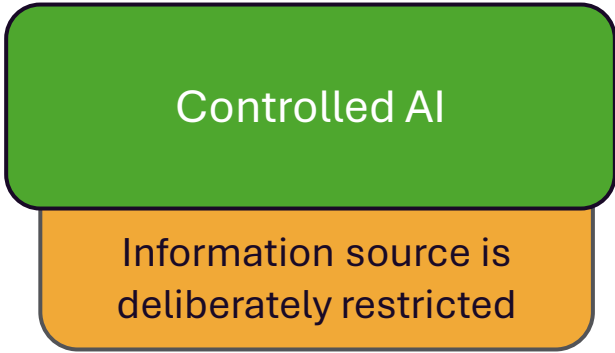
“What glass should I use for this project?”

Prompted AI

“Using the attached notes, produce a checklist for an estimator. Do not invent missing sizes, prices or glass types. Mark anything uncertain as CHECK.”

Controlled AI

“Using only our approved product information, retailer data, FAQs, lead-time rules and escalation rules, answer the customer’s question. If the answer is not in the approved knowledge base, say you need a human to check.”



Reliability control

What it does

Industry context

It understands the glazing industry better than a generic bot

Product information

It answers from the company's actual products, not generic

Retailer data

It can reflect the specific way each business sells

Boundaries

It can be designed to escalate instead of invent

Repetition

It answers common questions consistently



Turn these rough site notes into a quote checklist.

Don't invent dimensions, glass types, prices or lead times. Mark anything missing as "CHECK".

Use only the attached notes, drawing and current price list.

List contradictions, missing information and anything that could cause a remake.

Produce a draft for estimator review only. Do not send to the customer.

“The lesson on accuracy and reliability is to choose tools, and use prompts that have enough specific context”

DATA AT REST

Who has access

Permissions
Passwords
MFA
Approved systems
Retention rules
Backups

DATA IN TRANSIT

Is it secured throughout

Approved tools
Encryption
Secure sharing
No personal accounts
No random uploads
No customer data in
unapproved AI apps.

DATA IN USE

Is it controlled

Limit the data
Restrict connectors
Use role-based access
Keep audit trails
Require human approval
before sending, ordering,
pricing or committing.



ChatGPT



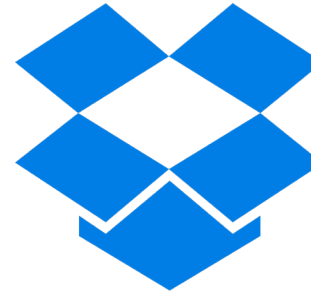
iCloud



wetransfer



GlazingBot



Cyncly

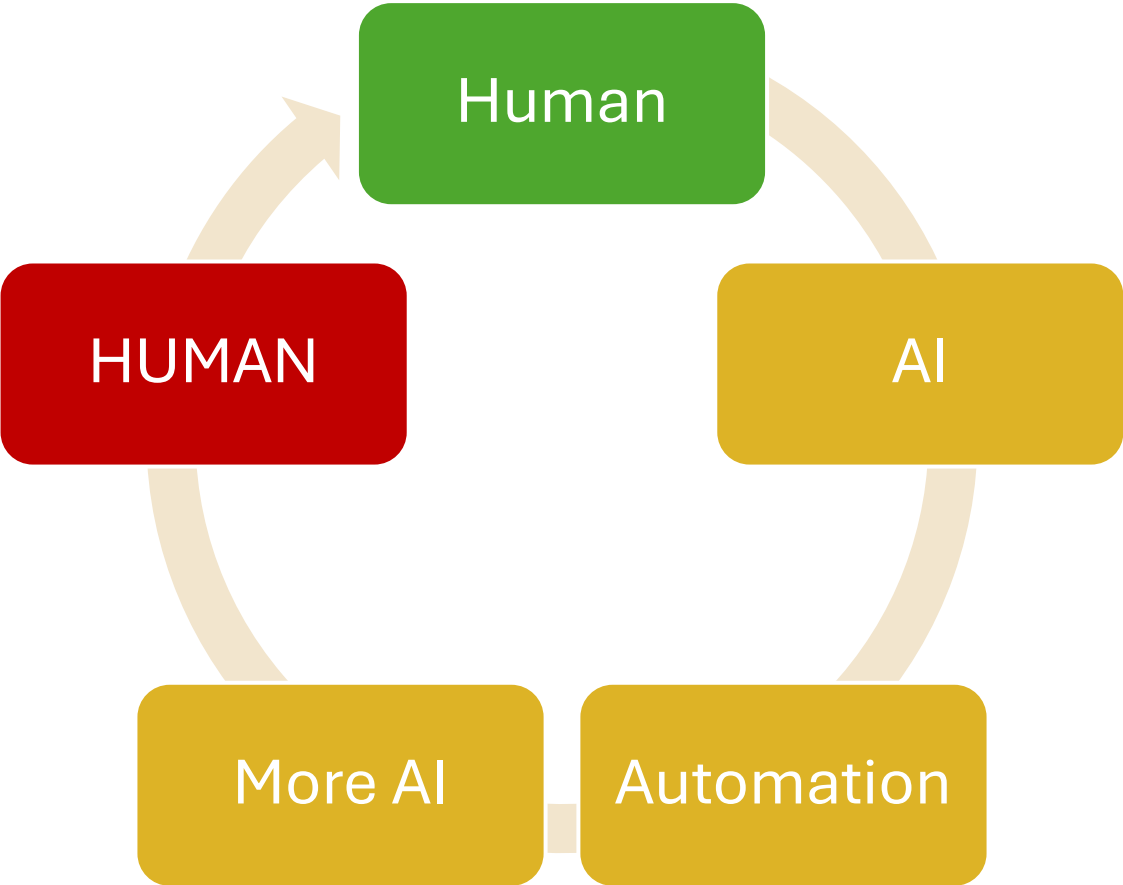


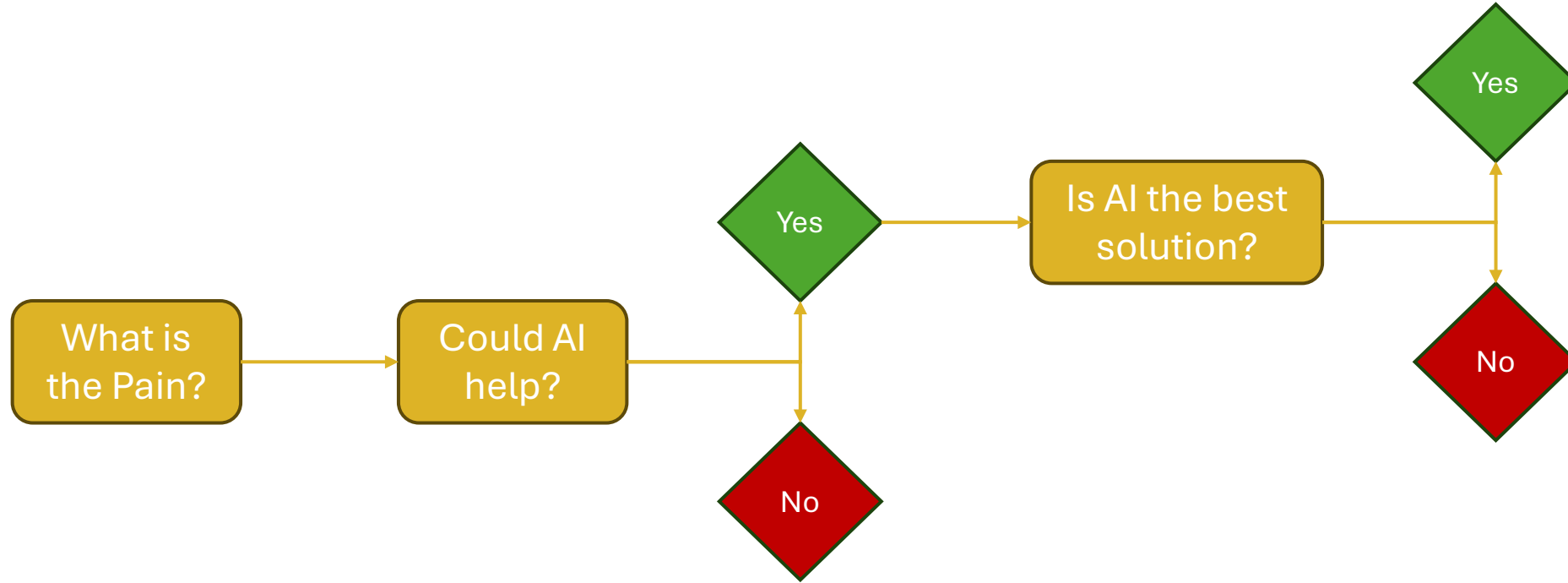
Claude



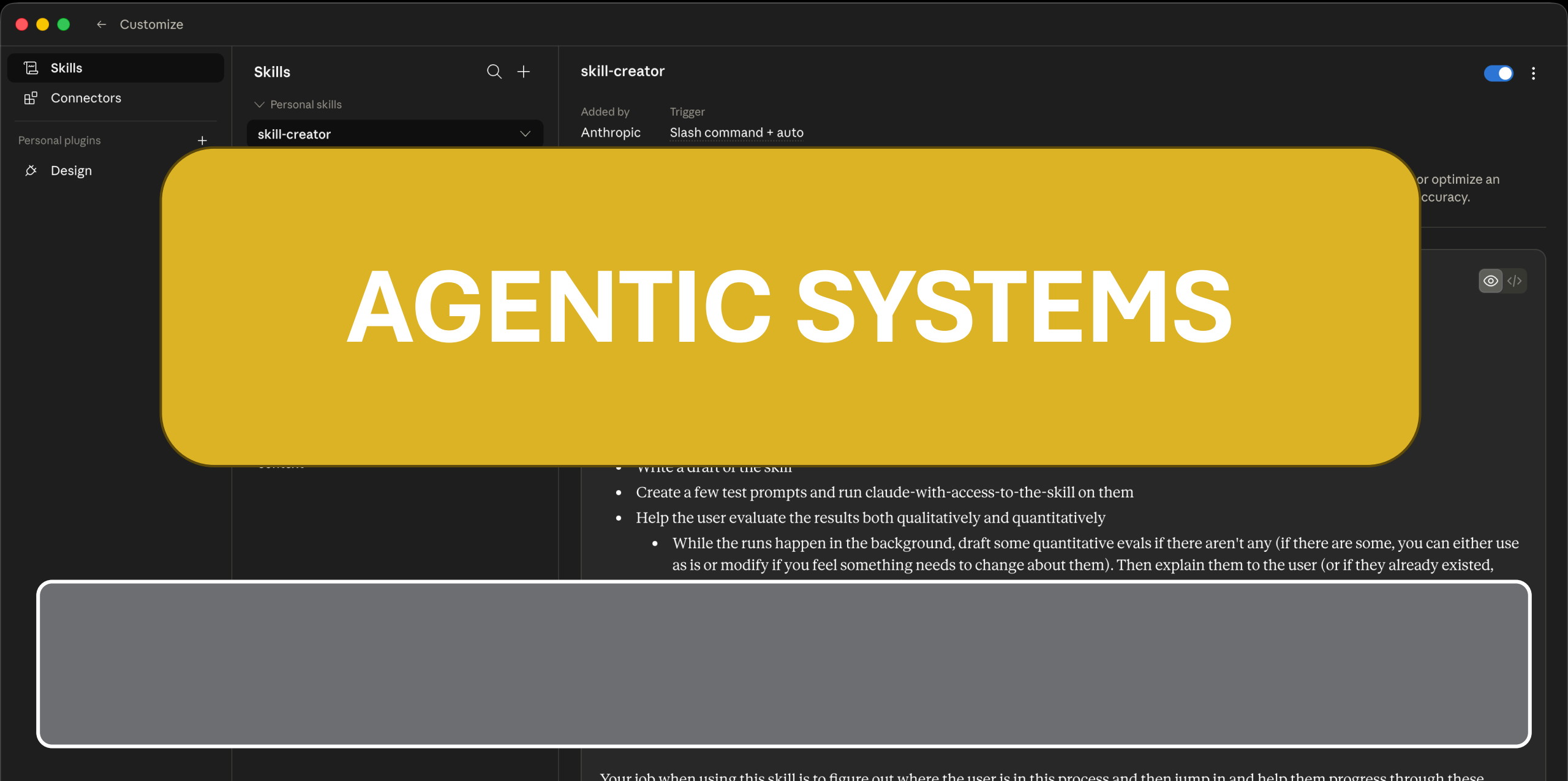
Office 365

Processing	Using data to answer question	(cutting table)
Training	Data used to train models	(furnace)
Retrieval	Going back to your data to answer	(rack)









Customize

Skills

Connectors

Personal plugins

Design

SKILLS

agents

assets

eval-viewer

references

scripts

LICENSE.txt

Built-in skills

schedule

setup-cowork

context

skill-creator

Added by Trigger

Anthropic Slash command + auto

Description ⓘ

Create new skills, modify and improve existing skills, and measure skill performance. Use when users want to create a skill from scratch, edit, or optimize an existing skill, run evals to test a skill, benchmark skill performance with variance analysis, or optimize a skill's description for better triggering accuracy.

Skill Creator

A skill for creating new skills and iteratively improving them.

At a high level, the process of creating a skill goes like this:

- Decide what you want the skill to do and roughly how it should do it
- Write a draft of the skill
- Create a few test prompts and run claude-with-access-to-the-skill on them
- Help the user evaluate the results both qualitatively and quantitatively
 - While the runs happen in the background, draft some quantitative evals if there aren't any (if there are some, you can either use as is or modify if you feel something needs to change about them). Then explain them to the user (or if they already existed,



CONNECTORS

Directory

Skills

Connectors

Search connectors...

Anthropic & Partners

Filter by Sort by

- Canva** #4 popular
Search, create, autofill, and export Canva designs
- Microsoft 365** #8 popular
Access your company's SharePoint, OneDrive, Outlook, and Teams directly in Claude
- Figma** #5 popular
Generate diagrams and better code from Figma context
- Gmail** #2 popular
Draft replies, summarize threads, & search your inbox
- Google Drive** Most popular
Search, read, and upload files instantly
- Notion** #6 popular
Connect your Notion workspace to search, update, and power workflows across tools

Google Calendar Atlassian Base



PLUG-INS

Directory [Close]

Skills
Connectors
Plugins

Search plugins...

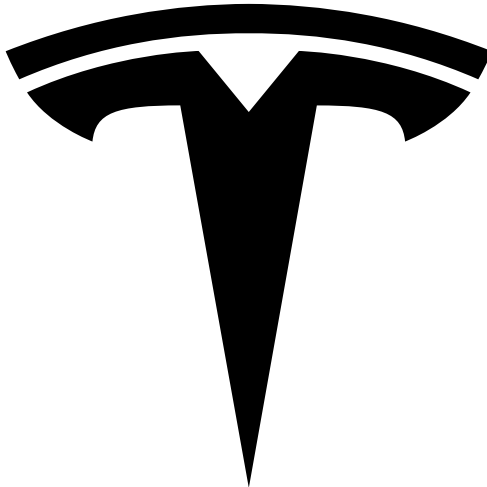
Filter by [v] Sort by [v]

Design Anthropic Accelerate design workflows — critique, design system management, UX writing, accessibility audits, research...	S&P Global Kensho Technologies S&P Global - Financial data and analytics skills including company tearsheets, earnings previews, and transaction...
LSEG LSEG Price bonds, analyze yield curves, evaluate FX carry trades, value options, and build macro dashboards using LSEG...	Box Box Work with your Box content directly from Claude Code — search files, organize folders, collaborate with your team,...
PDF Viewer Anthropic View, annotate, and sign PDFs in a live interactive viewer. Mark up contracts, fill forms with visual feedback, stamp...	Adobe for Creativity Adobe Brings together Adobe Creative Cloud tools for images, vectors, design, and video. Edit multiple assets at once,...



govern, and manage your data assets through natural...

content strategy, optimize pages, generate schema...



TESLA



Cruise Control

Level 1 — AI such as ChatGPT

Draft an email.
Summarise a customer call.
Turn rough notes into a checklist.
Explain a warranty document.
Rewrite an SOP in plain English.
Create a quote follow-up email.
Summarise a complaint history.
The human is fully in control.



**Lane
Assist**

Level 2 — AI Co-Pilot

“This quote is missing thickness”

“The survey says laminated; the order says tempered”

“This customer was promised Friday, but production is now showing Monday”

“This job uses a coating we do not currently have in stock”

“This email contains a lead-time promise. Please check before sending”

“This production batch includes three high-remake-risk jobs.”



**Adaptive
Cruise Control**

Level 3 — Bounded AI Agent

A call comes in
AI transcribes it
It creates the CRM lead
It checks previous customer history
It drafts the follow-up email
It creates a task for the salesperson
It suggests missing information
It prepares everything for human approval.



Monitored Self Drive

Level 4 — Supervised Process Autonomy

The scheduler agent monitors orders, stock, labour, machines and delivery dates

The quality agent monitors scanner data, remake reasons and production defects

The customer service agent tracks promises made to customers

The purchasing agent warns about stock shortages

The CRM agent follows up dormant quotes

The document-checking agent blocks risky jobs from release

At this stage, AI can make some low-risk moves automatically, but anything expensive, contractual, safety-related or customer-sensitive still goes to a person.



**Autonomous
Drive**

Level 5 — Networked Autonomy

A customer sends a request:

“We need replacement units for a storefront in Chicago. Similar to the job you did last year.”

The customer agent, fabricator agent and supplier agent work together.

The system:

Adjusts the delivery schedule if a remake occurs.

“In ten years, the best fabricators will not be the ones that handed the keys to AI. They will be the ones that taught AI the route, painted the lanes, set the speed limits and kept their best people behind the wheel for the decisions that matter.”

3 THINGS TO REMEMBER

1. AI is a pattern engine, not a truth engine

Garbage in, garbage out – at scale and pace

2. Data risk is a handling (not AI) problem

Know where the data is at rest, in transit and in use

3. AI should remove friction before it takes decisions

Use it to prepare, check, summarise and flag, not to secretly run the business

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3 THINGS TO DO NEXT

1. Create a simple AI policy

More about what and how than the legals, but legal too!

2. Pick one painful process

Choose one process that costs time, creates remakes, overtime or missed sales

3. Run one controlled 30/60/90-day pilot

Pick one use case. Define the human sign-off. Measure the result

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“The future does not belong to the companies that use AI everywhere. It belongs to the companies that know exactly where AI should help, where humans must decide, and how to keep the data safely on the rack.”

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