Course 29 — AI Tools for Diagnostics, Scheduling & Customer Service (Skilled Trades)

Tier: 1 (Facilitator) · **Days:** 2 · **Cohort max:** 20 · **Ratio:** 1:20
Prerequisites: Skilled-trade business/technical role (HVAC, electrical, maintenance).
Tools provisioned: LLM access, diagnostic-assistant demo, scheduling-tool sandbox.

Day 1 — AI diagnostic assistants for equipment troubleshooting (how to use, when to distrust); predictive-maintenance concepts for service businesses.
Day 2 — AI for scheduling and dispatch optimization; customer communication automation (quotes, follow-ups); building a practical AI toolkit for a trade business.

Capstone artifact: Business AI adoption plan.
Tutor certification: Tier 1 + observed module delivery.
Kit-specific notes: Adoption-plan template mandatory; no coding.

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