SAMPLE DELIVERABLE

Support intake, made review-ready

A bounded example of the workflow map, operating rules, tests and handoff supplied in the AI Support Workflow Sprint.

PROPOSED FLOW

01	02	03	04	05
NEW REQUEST	CLASSIFY	PRIORITIZE	HUMAN REVIEW	HANDOFF
Shared inbox	Intent + impact	Urgency rules	Approve output	Named owner

BEFORE

Manual and ambiguous

- Every request is read from scratch.
- Priority depends on who sees it first.
- Escalations arrive without a clear summary.

AFTER

Structured for review

- Known requests follow explicit rules.
- Exceptions are flagged, not guessed.
- A human approves every external action.

1 source	1 destination	5 tests	Human control
Email, form or queue	Team, person or system	Representative examples	No autonomous replies

SAMPLE SCENARIO

A shared support inbox receives availability incidents, billing questions and access requests. The workflow classifies the request, assigns a review priority, prepares a concise internal summary and routes it to the correct owner. It never sends a customer reply by itself.

OPERATING RULES

Decisions that can be inspected

Rules are explicit enough to test, revise and pause. Low-confidence or sensitive cases move to human review.

SIGNAL	CATEGORY	PRIORITY	PREPARE	OWNER
Service unavailable, multiple users affected	Availability incident	Urgent review	Impact, start time, recent change and safe checks	Technical owner
Invoice, plan or renewal question	Billing clarification	Standard review	Account facts and exact question; no payment data	Billing owner
New user, permission or access change	Access request	Controlled review	Requester, resource, role and approver	Access owner
Unknown intent, conflicting data or sensitive content	Exception	Human decision	Do not infer; summarize uncertainty	Queue lead

GUARDRAILS

Confidence boundary

If the rule is not clear, route to a human instead of manufacturing certainty.

Sensitive data

Credentials, payment data, medical information and unnecessary personal data are excluded.

External action

Drafts remain internal until an authorized human approves and sends them.

Change control

Every integration has a pause method, an owner and a documented rollback path.

Human approval is a system requirement

The workflow prepares evidence and a next action. It does not replace the accountable owner, bypass policy or send autonomous customer-facing messages.

VALIDATION + HANDOFF

Evidence before activation

The workflow is accepted against agreed examples, then handed over with operating and rollback instructions.

ID	TEST INPUT	EXPECTED RESULT	PASS CONDITION
T-01	Website unavailable after a DNS change	Availability incident; urgent review; technical owner	Impact and recent change are preserved
T-02	Invoice total does not match the plan	Billing clarification; standard review; billing owner	No payment data is copied
T-03	New teammate needs production access	Access request; controlled review; access owner	Approver is required before action
T-04	Request mixes billing and outage language	Exception; human decision; queue lead	Ambiguity is flagged, not guessed
T-05	Message contains a password	Sensitive-data stop; human review	Secret is not propagated or logged

Handoff package

- Current and proposed workflow map
- Routing and exception rules
- Test inputs and recorded outcomes
- Owner, approval and pause points
- Operating guide and known limits
- Seven days of in-scope adjustments

Pause and rollback

01 Disable the trigger or connector.

02 Return intake to the prior manual path.

03 Preserve the last safe event for review.

04 Record the reason, owner and time.

05 Resume only after the failed test passes.

ACCEPTANCE

The pilot is accepted when the agreed test cases produce the documented category, priority, prepared output and owner while preserving human review before every external action.