ONE LIVE CAPABILITY · WORKED EXAMPLE

Kim’s support triage agent

Kim is an illustrative product leader. This is the completed judgement card shown in the keynote.

Support triage agent

KIM'S CARD

INTENT	Customers get the right answer the first time they ask.
PROTECTION	People stay reachable. No refunds or false ticket closures.
PERMISSION	May tag, route and draft. A person sends all customer replies.
CAPACITY	Freed hours go to fixing why customers contact us. Not more tickets.
OWNERSHIP	Support ops owns its behaviour, its failures and its retirement.
EVIDENCE	Support ops can narrow or stop it if repeat contacts rise for two weeks.
RE-EARN	Support ops reviews at 90 days, or earlier if repeat contacts rise.

THE CONVERSATION BEHIND THE CARD

Name a person.

“Support ops” needs a named owner with the time to monitor the agent and authority to change, narrow or stop it.

Act sooner.

A false closure or an unapproved promise needs immediate escalation. Nobody waits for a two-week trend or the scheduled review.

Pick a specific date.

Ninety days is illustrative. Choose when you expect useful evidence, put the actual day in the diary and act sooner if needed.

Review date _____