PLAY 01 / BLANK WORKING ASSET

Queue and transition brief

Care renewal or service carve-out
Roles to confirm: Customer Operations + Vendor Management

Field to confirm	Buyer-confirmed answer	Evidence / owner / date
Parent / buying entity / region		
Observed event and what it does not prove		
Queue, region, languages, channels and service hours		
Current model: keep, extend, supplement, replace or hybrid		
Workload source, interval peaks and handling/quality definitions		
Work that must remain internal or in a required location		
Knowledge transfer, access and safe cutover window		
Decision owner, sourcing route and next decision		
First decision and deliverable		
Material unknown that can reverse the choice		
Continue, hold or stop		

Use public, aggregate or synthetic information first. No customer records or credentials. A public event does not prove buying intent. Confirm the allowed route, capability, participant and meeting purpose before scheduling.

PLAY 02 / BLANK WORKING ASSET

Resolution-boundary map

AI task completion and self-service
Roles to confirm: Journey Owner + AI Owner + Operating Owner

Field to confirm	Buyer-confirmed answer	Evidence / owner / date
Parent / buying entity / region		
Observed event and what it does not prove		
Customer task and authoritative proof of completion		
Eligibility, identity checks and excluded requests		
Approved source of truth and read/write permissions		
Failure state, human fallback and context handoff		
Knowledge owner, evaluation cases and observation window		
Cash change, added run cost and production approver		
First decision and deliverable		
Material unknown that can reverse the choice		
Continue, hold or stop		

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PLAY 03 / BLANK WORKING ASSET

Whole-workflow comparison

Agent assist, knowledge and quality
Roles to confirm: Operations + Knowledge + Quality

Field to confirm	Buyer-confirmed answer	Evidence / owner / date
Parent / buying entity / region		
Observed event and what it does not prove		
Case type, channel, employee cohort and baseline dates		
Search, active work, hold, after-contact work and corrections		
Knowledge source, ownership and update process		
Quality rubric, calibration, review and appeal		
Comparison method, adoption and residual workload		
Verified outcome, cash action and next decision		
First decision and deliverable		
Material unknown that can reverse the choice		
Continue, hold or stop		

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PLAY 04 / BLANK WORKING ASSET

Journey-to-operation dependency brief

Experience, platform and run service
Roles to confirm: Experience + Platform + Future Service Owner

Field to confirm	Buyer-confirmed answer	Evidence / owner / date
Parent / buying entity / region		
Observed event and what it does not prove		
Journey, completion event and failed digital path		
Existing platform, native alternatives and required change		
Data owner, system of record and approved permissions		
Integration actions, retries, reconciliation and failures		
Training, knowledge, monitoring, incidents and backlog		
Technical acceptance, business outcome and run owner		
First decision and deliverable		
Material unknown that can reverse the choice		
Continue, hold or stop		

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PLAY 05 / BLANK WORKING ASSET

Coverage-and-attribution brief

Revenue, renewals and channel coverage
Roles to confirm: Revenue / Customer Success + Revenue Operations

Field to confirm	Buyer-confirmed answer	Evidence / owner / date
Parent / buying entity / region		
Observed event and what it does not prove		
Eligible accounts, segment, territory and product		
Find, progress, close, activate or renew: choose scope		
Account ownership, existing coverage and exclusions		
Data permissions, handoff and acceptance owner		
Attribution window, prior activity and measurement		
Control of pricing, closing, discounts and next decision		
First decision and deliverable		
Material unknown that can reverse the choice		
Continue, hold or stop		

Use public, aggregate or synthetic information first. No customer records or credentials. A public event does not prove buying intent. Confirm the allowed route, capability, participant and meeting purpose before scheduling.

PLAY 06 / BLANK WORKING ASSET

Queue-control map

Trust, identity and controlled casework
Roles to confirm: Policy + Risk + Operations

Field to confirm	Buyer-confirmed answer	Evidence / owner / date
Parent / buying entity / region		
Observed event and what it does not prove		
Case taxonomy, harm/priority and policy version		
Permitted decisions and work retained by the buyer		
Data, geography, skills and access restrictions		
Calibration, quality, disagreement, escalation and appeal		
Reviewer training, wellbeing, surge and incident cover		
Authority, controls, acceptance and next decision		
First decision and deliverable		
Material unknown that can reverse the choice		
Continue, hold or stop		

Use public, aggregate or synthetic information first. No customer records or credentials. A public event does not prove buying intent. Confirm the allowed route, capability, participant and meeting purpose before scheduling.

PLAY 07 / BLANK WORKING ASSET

Evaluation-coverage brief

AI data, evaluation and model operations
Roles to confirm: AI Product + Evaluation + Data Governance

Field to confirm	Buyer-confirmed answer	Evidence / owner / date
Parent / buying entity / region		
Observed event and what it does not prove		
Task, release or operating decision and approver		
Data rights, permitted purpose and representative scope		
Held-out evaluation, difficult cases and contamination control		
Rubric, reviewers, calibration and disagreement		
Model/prompt/policy versions and acceptance rules		
Rework, pricing unit, continuing monitoring and next decision		
First decision and deliverable		
Material unknown that can reverse the choice		
Continue, hold or stop		

Use public, aggregate or synthetic information first. No customer records or credentials. A public event does not prove buying intent. Confirm the allowed route, capability, participant and meeting purpose before scheduling.

PLAY 08 / BLANK WORKING ASSET

Exception-to-cash flow brief

Finance, billing and service exceptions
Roles to confirm: Finance + Service + Process Owner

Field to confirm	Buyer-confirmed answer	Evidence / owner / date
Parent / buying entity / region		
Observed event and what it does not prove		
Exception types, customer communication and handoffs		
System of record, reconciliation and final confirmation		
Adjustments, payments, disputes and approval limits		
Local requirements, vulnerable cases and escalation		
Rework, write-offs, eligible portfolio and attribution		
Provider fees versus client money, cost and decision owner		
First decision and deliverable		
Material unknown that can reverse the choice		
Continue, hold or stop		

Use public, aggregate or synthetic information first. No customer records or credentials. A public event does not prove buying intent. Confirm the allowed route, capability, participant and meeting purpose before scheduling.