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Decision Envelope

Harbour and Pine fictional customer support example

Harbour and Pine (fictional demonstration)

Field	Detail
Prepared by	Sunholo / Holosun ApS
For	Maya Reed (fictional) — Support lead; Jon Bell (fictional) — Operations owner; Alex Chen (fictional) — Engineering lead
Status	draft
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This envelope records the decisions identified in the workflows below: what the system may resolve, within what limits, who resolves the rest, and what is forbidden. It is a specification to build and test against. Coverage and proposed interpretations must be confirmed against actual practice.

Open means not confirmed in this record. It may describe an unmade decision, a proposed answer, or an existing practice that the reviewed material did not establish. A named resolver and date identify the next confirmation step; they do not prove that person has accepted the assignment.

PUBLIC FICTIONAL DEMONSTRATION. All organisations, staff, source documents, decisions and proposed tests in this example were invented for illustration. No real client engagement, approval, operational evidence or performance result is represented. This is a shortened sample of the delivery format, not a policy to adopt unchanged.

Scope

Workflows covered

- **Customer delivery status enquiries** — Invented online homewares shop considering a support assistant.

What decisions would be delegated to

Fictional support assistant

A proposed capability, not a deployed system.

Not covered by this envelope:

- Real client data or results
- Implementation or production deployment
- Payment execution and address changes by the assistant

Summary

6 decisions. 4 of them are not yet settled.

The unsettled ones are listed together in the next section, grouped by who has to settle them.
The full record for every decision follows, grouped by workflow.

By axis

Axis	Also called	Decisions	Open
meaning	semantic	1	0
behaviour	behavioural	1	1
authority	authority	1	0
timing	temporal	1	1
judgement	interpretive	1	1
evidence	evidential	1	1

By workflow

Workflow	Decisions	Open
Customer delivery status enquiries	6	4

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What must be settled, and by whom

Each decision below names a proposed resolver and a date. A  marks an assignment whose acceptance is not recorded. Confirm requested dates separately from contractual requirements.

Maya Reed (fictional)

Ref	Decision	Settle by	If it lapses
D-002	Permit a bounded delivery status reply	Before the fictional pilot review	work stops
D-005	Approve evidence for a shadow trial	Before the fictional pilot review	work stops

Jon Bell (fictional)

Ref	Decision	Settle by	If it lapses
D-004	Set the missing-record handover deadline	Before the fictional pilot review	work stops
D-006	Make decisions reconstructable	Before the fictional pilot review	work stops

The decisions

Every decision in scope, grouped by the workflow it belongs to. Each carries where it came from, so it can be checked against your own material rather than taken on trust.

Customer delivery status enquiries

Invented online homewares shop considering a support assistant.

D-001 · Choose the authoritative delivery status

Use the order system for fulfilment status and the carrier record for tracking events. If records conflict, withhold a definitive answer and hand over.

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Field	Detail
Axis	meaning
Status	Settled
Who decides	A named person resolves this
Resolver	Jon Bell (fictional) — Operations owner

Decided today by: Maya Reed (fictional) — Support lead

If unavailable: Maya Reed (fictional) — Support lead

A confident reply could promise delivery against the wrong record.

Recorded each time:

- Decision ID
- Source record reference
- Human outcome and reason

Accountable for the outcome: Jon Bell (fictional) — Operations owner

Where this came from:

- Invented support runbook — D-001

Note: Fictional demonstration. Settled means agreed within this invented scenario, not approval by a real client.

D-002 · Permit a bounded delivery status reply

Consider unattended status-only replies to authenticated customers after evidence review. The current pilot remains held; no customer message is sent automatically.

Field	Detail
Axis	behaviour
Status	Open
Who decides	The system resolves this within stated limits
Resolver	Maya Reed (fictional) — Support lead
Where it sits today	Held. A person decides this every time

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Decided today by: Maya Reed (fictional) — Support lead

If unavailable: Jon Bell (fictional) — Operations owner

Cannot be settled until: **D-004** Set the missing-record handover deadline, **D-005** Approve evidence for a shadow trial, **D-006** Make decisions reconstructable

Settle by Before the fictional pilot review. If it lapses, work stops.

Limits. Future target only: status-only queries, authenticated customer, matching order ownership, current non-conflicting source records. Otherwise hold and escalate.

Check	Condition	How	When
L-01	Reviewer confirms customer identity and order ownership were verified.	manual	—
L-02	Reviewer confirms every factual claim appears in the retrieved record and no conflicting source is ignored.	manual	—
L-03	Reviewer confirms the reply neither issues a refund, changes an address nor promises a delivery date absent from the source.	manual	—

What would move it up: Approve D-004 to D-006, then instrument and run a shadow comparison before considering checked operation.

Forbidden.

- Issue refunds
- Change delivery addresses
- Invent a delivery date
- Send unattended messages before explicit promotion approval

A draft capability could become permission to make unsupported promises.

Recorded each time:

- Decision ID
- Source record reference
- Human outcome and reason

Accountable for the outcome: Jon Bell (fictional) — Operations owner

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Where this came from:

- Invented pilot planning notes — D-002

Note: Fictional demonstration. Settled means agreed within this invented scenario, not approval by a real client.

D-003 · Keep refunds and address changes with people

Only the support lead or deputy may decide refund and address-change requests. The assistant may identify and route the request; it cannot execute it.

Field	Detail
Axis	authority
Status	Settled
Who decides	A named person resolves this
Resolver	Maya Reed (fictional) — Support lead

Decided today by: Maya Reed (fictional) — Support lead

If unavailable: Jon Bell (fictional) — Operations owner

A status query could trigger an unauthorised financial or address change.

Recorded each time:

- Decision ID
- Source record reference
- Human outcome and reason

Accountable for the outcome: Jon Bell (fictional) — Operations owner

Where this came from:

- Invented support runbook — D-003

Note: Fictional demonstration. Settled means agreed within this invented scenario, not approval by a real client.

D-004 · Set the missing-record handover deadline

Decide whether the proposed one-working-day response target is achievable with the support rota, including weekends. Until settled, existing human handling continues.

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Field	Detail
Axis	timing
Status	Open
Who decides	Not established in this record
Resolver	Jon Bell (fictional) — Operations owner

Decided today by: Maya Reed (fictional) — Support lead

If unavailable: Maya Reed (fictional) — Support lead

Settle by Before the fictional pilot review. If it lapses, work stops.

An unanswered escalation could sit in a queue without anyone expecting to act.

Recorded each time:

- Decision ID
- Source record reference
- Human outcome and reason

Accountable for the outcome: Jon Bell (fictional) — Operations owner

Where this came from:

- Invented pilot planning notes — D-004

Note: Fictional demonstration. Settled means agreed within this invented scenario, not approval by a real client.

D-005 · Approve evidence for a shadow trial

Agree a representative test set and review criteria before progressing beyond held. Evaluate factual support, forbidden actions, correct routing and human corrections separately.

Field	Detail
Axis	judgement
Status	Open
Who decides	Not established in this record
Resolver	Maya Reed (fictional) — Support lead

Decided today by: Maya Reed (fictional) — Support lead

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If unavailable: Jon Bell (fictional) — Operations owner

Settle by Before the fictional pilot review. If it lapses, work stops.

An overall accuracy score could conceal the exceptions that matter most.

Recorded each time:

- Decision ID
- Source record reference
- Human outcome and reason

Accountable for the outcome: Jon Bell (fictional) — Operations owner

Where this came from:

- Invented pilot planning notes — D-005

Note: Fictional demonstration. Settled means agreed within this invented scenario, not approval by a real client.

D-006 · Make decisions reconstructable

Approve a log linking the source snapshot, proposed reply, human decision, corrections and handover outcome. Confirm access and retention before capturing real customer data.

Field	Detail
Axis	evidence
Status	Open
Who decides	Not established in this record
Resolver	Jon Bell (fictional) — Operations owner

Decided today by: Maya Reed (fictional) — Support lead

If unavailable: Maya Reed (fictional) — Support lead

Settle by Before the fictional pilot review. If it lapses, work stops.

The team could be unable to explain a reply or measure why it was corrected.

Recorded each time:

- Decision ID
- Source record reference
- Human outcome and reason

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Accountable for the outcome: Jon Bell (fictional) — Operations owner

Where this came from:

- Invented pilot planning notes — D-006

Note: Fictional demonstration. Settled means agreed within this invented scenario, not approval by a real client.

What was read

Each decision cites the material that prompted it. A citation supports traceability; it does not by itself establish that the proposed interpretation, owner or deadline has been agreed.

Ref	Source	Kind	Where
S-001	Invented support runbook	runbook	fictional-source-material.md, S-001
S-002	Invented pilot planning notes	workshop	fictional-source-material.md, S-002

Acceptance

This envelope is accepted when the people named below confirm in writing that it reflects how the work is actually done — including the decisions recorded as open, and who is named to settle them.

	Name	Signature	Date
Support lead	Maya Reed (fictional)		
Operations owner	Jon Bell (fictional)		
Engineering lead	Alex Chen (fictional)		

Confirming does not settle the open decisions. It confirms that they are the right ones, assigned to the right people.