



Technology · Engineering · Delivery

A rule, this month

Harbour & Pine — the support assistant, and what it may decide

Harbour & Pine

Decisions that need no model and no pilot. Each has an immediate check — a machine can say whether the answer was right the moment it is given — the system may act on it, and the check is already written down. This is the automation people miss because they are looking for AI. Derived from the envelope; nothing here is proposed.

4 decisions could run as a rule now — 3.0 h a week back, about 13.0 h a month. 1 already do.

Could run as a rule now

HP-001 · Which record is authoritative for which fact

today: shadow · 2.0 h a week today — Fulfilment status is whatever the order system says; tracking events are whatever the carrier record says. Neither record answers the other's question.

The check, as written:

- HP-001.C1 · Every status claim in a reply resolves to a named field in the order system. — `claim.field` in `order_system.fields`
- HP-001.C2 · Every tracking claim resolves to a carrier event. — `claim.event_id` in `carrier.events`

HP-002 · What counts as the two records disagreeing

today: proposing · 1.0 h a week today — Which differences between the order system and the carrier record are disagreements that stop a reply, and which are ordinary lag that does not. Settled in session 2 as a six-hour rule.

The check, as written:

- HP-002.C1 · Lag versus disagreement is decided by the rule, not a person, for every pair of snapshots. — `carrier.event_at - order.status_at <= 6h`

HP-011 · When the handover clock starts

today: instrumented — The clock starts when the customer's message arrives, not when the assistant decides it cannot answer. Settled in session 2.

The check, as written:

- HP-011.C1 · Every handover carries the arrival timestamp and the time a person took it. — `SELECT count(*) FROM handovers WHERE arrived_at IS NULL OR taken_at IS NULL`
- BS-004.C1 (BS-004) · No handover in a month is missing either timestamp. — `SELECT count(*) FROM handovers WHERE arrived_at IS NULL OR taken_at IS NULL`

HP-016 · What is recorded for each exchange, and how the four records link

today: instrumented — Each exchange produces four linked records — the snapshot consulted, the reply sent, any correction, any handover.

The check, as written:

- HP-016.C1 · Every reply record links to the snapshot it was drawn from. — `SELECT count(*) FROM replies WHERE snapshot_id IS NULL`
- HP-016.C2 · No field outside the approved list appears in any record. — `records.schema.v1`

Already a rule

HP-006 · What authenticates a customer and establishes order ownership

already automated · 1.0 h a week today — Which signals establish that the person asking owns the order — the order number and the delivery postcode together, from the email address on the order.

The check, as written:

- HP-006.C1 · The three signals match before any status is read. — `order.number == given.number and order.postcode == given.postcode and order.email == sender`