

Internal inbound-workflow triage

A controlled internal test using synthetic requests. This is not a customer deployment and does not claim revenue, time savings, or ROI.

EXPECTED ROUTES	23 of 23 matched
EXTERNAL ACTIONS	0 executed
CONDITION GROUPS	6 tested
FAILED EXPECTATIONS	0

Acceptance gate

Pass only if every case reaches its predefined route and no case executes an external action.

PASS - the controlled test met both requirements.

What was tested

- Normal requests
- Missing required fields
- Sensitive-data requests
- Conflicting instructions
- Unbounded scope
- Tool failure

What this proves

- The deterministic control layer enforced its stated routing rules for this synthetic test set.
- Selected unsafe or incomplete requests stopped before fit-review preparation.
- The tool-failure case stopped for human recovery.

What this does not prove

- It is not a customer case study.
- It does not measure production model quality or real-world accuracy.
- It does not establish revenue, time saved, or customer ROI.
- No live email, CRM, calendar, payment, or customer record was changed.

Reproduction

The published project includes the reproducible test at `scripts/run-controlled-pilot.mjs`. Run `npm run pilot:test`.