

Automate, clarify or hand over?

REQUEST → DECISION → NEXT STEP

01 Clear rule

02 Missing context

03 Human boundary

Start with the request.

The outcome and the rule are known.
Continue only inside the agreed scope.

01 Identity

02 Rule

03 Action

One detail is missing.

Ask the question that changes the next step.
Do not guess the missing fact.

01 Clarify

02 Confirm

03 Continue

The rule has a limit.

Sensitive, urgent or out of scope?
Pass useful context to the receiving team.

01 Trigger

02 Context

03 Receiver

No one can take over?

A transfer attempt is not acceptance.
Keep an owner and a dated fallback.

01 Owner

02 Fallback

03 Review time

Keep the next step visible.

Review one workflow with the team.
Can every route end with an owned action?

01 Automate

02 Clarify

03 Hand over