FIRST-SLICE WORKFLOW PILOT · DAY-1 ARCHITECTURE BLUEPRINT

Property & Small-Business Workflow Boundary Map

Before wiring any automation into a small business or hospitality property, Agent Marvin documents the exact boundary between **AI-assisted drafting**, **deterministic software rules**, and **human approval gates**. Grounded in Aaron Bentley's year refining operations while running his own motel (zero unreviewed autonomy claimed).

3 Tiers
Read-only, Draft-for-Approval, Deterministic Rule

100%
External guest replies gated by human decision

First Slice
Single workflow proven before expanding

WHAT PEOPLE GAIN

- **Zero double data entry:** requests captured across email, SMS, or web land in one structured operational queue.
- **Repeatable shift handoffs:** staff see clear context instead of digging across five disconnected inboxes.
- **Accountable reliance:** every action is logged with who reviewed and approved it.

Exact Responsibility Split (Synthetic Property Workflow)

OPERATIONAL EVENT	DETERMINISTIC SOFTWARE	AI ASSISTANCE	HUMAN DECISION GATE
Late check-in arrival notice	Match synthetic reservation ID & arrival date	Draft polite instructions matching property rules	Owner/staff taps Approve before SMS/email send
Maintenance issue report	Create work ticket + timestamp + room tag	Categorize urgency & summarize checklist	Manager assigns vendor or approves dispatch
Rate / refund exception	Block automated refund above $0 threshold	Surface policy summary & stay context	Owner approves and executes financial action
Shift handoff summary	Aggregate open tickets from structured DB	Format concise 1-minute shift briefing	Incoming staff confirms receipt

DEPLOYMENT FOOTPRINT

Built to operate across cloud, mobile, and on-site environments so small businesses keep clear control over their own operational workflows and customer records.

Sample Synthetic Guest Inquiry Trace

BEFORE (MANUAL INBOX SCRAMBLE)

Guest message arrives after 8:00 PM asking about parking, Wi-Fi, and late arrival code. Staff switches across PMS, email, and text thread to verify details and retype standard instructions manually.

AFTER (AGENT MARVIN GUIDED QUEUE)

System retrieves synthetic booking context, generates a draft response grounded strictly in property policy, displays source facts side-by-side, and sends only upon human tap.

FIVE ACCOUNTABLE RELIANCE CHECKS APPLIED

- **Who decides?** Named staff operator or owner approves outbound messages.
- **What is logged?** Draft prompt, policy version, timestamp, and approving user ID.
- **Can it be reversed?** Outbound messages require pre-send confirmation; ticket state rolls back cleanly.
- **Code vs. Model?** Reservation lookup & access rules are deterministic code; wording draft uses AI.
- **Data boundary?** Only synthetic staging data shown in demos; production tenant data stays isolated.

First-Slice Workflow Pilot Ramp

01 · WALKTHROUGH

20-minute review of the motel-refined operations queue and approval controls.

02 · BOUNDARY MAP

Isolate the single bottleneck eating your week and lock every human gate.

03 · FIRST SLICE

Deploy that bounded workflow, verify in real operations, and measure before expanding.

READY TO SCOPE YOUR FIRST WORKFLOW?

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