Triage Guide — Operations

Triage Reference Guide — Operations

Urgency Criteria

Urgency is driven by queue age and downstream impact. Long-waiting items block other processes. Look for clusters of related requests.

Priority Scale (Days_Open)

- **1-3 days:** URGENT — act today
- **4-7 days:** ATTENTION — schedule this week
- **8-14 days:** ROUTINE — plan for next week
- **15+ days:** LOW — monitor only

Categories

- **Data Correction**
- **Bot Failure**
- **Manual Override**
- **Access Request**
- **Process Question**

Status Values

- **Open**
- **In-Progress**
- **Blocked**
- **Complete**

Escalation Rules

1. Any item categorised as URGENT that has been in queue for more than 24 hours
2. Multiple items from the same source or merchant (pattern indicates systemic issue)
3. Items with contradictory data (status says one thing, priority says another)
4. Items you cannot categorise with the information available

The 5 Failure Modes (check your output)

1. **Miscalculation** — Are the counts in your summary correct? Count manually.
2. **Misclassification** — Did the AI put ambiguous items in the right category?
3. **Hallucinated references** — Do any links, IDs, or cross-references actually exist?
4. **Overconfident language** — Does the output say "definitely" when it means "likely"?
5. **Missing context** — What do you know from experience that the data doesn't show?