

Triage Guide — Retention

SAMPLE DOCUMENT — FOR TRAINING PURPOSES ONLY

Triage Reference Guide — Retention

Urgency Criteria

Urgency is driven by SLA timers and customer impact. Breached SLAs are always urgent. Multiple items from the same source may indicate a systemic issue.

Priority Scale (Revenue_At_Risk)

- **> 2000:** URGENT — significant financial impact
- **500-2000:** ATTENTION — material impact, review today
- **100-499:** ROUTINE — standard processing
- **< 100:** LOW — minor, batch process

Categories

- **SMB Restaurant**
- **SMB Retail**
- **E-Commerce**
- **Enterprise**
- **Solo Trader**

Status Values

- **New**
- **Contacted**
- **Saved**
- **Lost**

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?