

CUSTOMER RECOVERY READINESS

Is this proposed customer remedy ready for accountable owner review?

Alder Business Services · account ACCT-042 (fictional). One shared brief shows the decision, supporting records and next owner.

Pain points to validate

- A feedback alert starts a follow-up, but the owner still chases the service investigation, remedy approval and account checks.
- An approval for an old remedy or another account can appear complete while failing to support this proposal.
- Customer-facing teams need one reviewable explanation of what is missing and who owns the next step.

Accountable review

Owner: Customer recovery owner

Check matching records, apply a tested policy, and retain the decision with its source history.

Ready means ready for the owner's review. The system does not take the business action.

Four artifacts, one case

Every record must match caseld, remedyRevision, accountScope.

Required artifact	Evidence owner
Customer feedback and case record	Customer experience lead
Service investigation and proposed remedy	Service operations lead
Remedy approval record	Commercial approval owner
Account owner and contact permission check	Account owner

See the decision change

Missing review

Required record has not arrived.

Unresolved · request evidence

Wrong revision

Approval exists, but for another revision.

Unknown · correct the record

Matching records

All prerequisites meet the demo gate.

Ready for recovery owner review

Test the value in one small pilot

Buyer: Head of Customer Experience / Customer Success operations. Compare about ten real, sanitized cases against today's process. Measure evidence-assembly time, avoidable rework and owner disagreements before promising savings.

Included: 18 saved tests · 4 mapped sources · 18 source scenarios · mapping · pilot worksheet.

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