

Break "Product" out of Q&A

Make product a real, graded category so we can train Pam on it directly.

Proposal from Anthony · please review and mark each boundary rule agree or change · nothing changes until you sign off

Reviewing as

Mark each rule Agree or Needs change, add a note, and hit Save. Your answers go straight to Anthony, no Slack needed.

TL;DR

- Product questions (sizing, fit, materials, specs) are where Pam is most likely to make something up, and right now they are hidden inside the Q&A score so we cannot see or train them.
- Proposal: make **PRODUCT** its own graded category, slim **Q&A** down to account and informational, and make **GENERAL** a true catch-all.
- The boundary rules below are yours to set. That is the whole reason for this page.
- Your audit grader and the shared grading sheet have to move at the same time as ours, or the two blind graders stop agreeing.
- Goal stays 95%, account-wide and per category.

Why this matters

- **Product is the #1 fabrication risk.** Pam inventing a fit, a fabric, or a spec is the worst kind of miss. Today it is buried in Q&A, so a product weak spot is invisible on the scoreboard.
- **The product buckets are empty today.** One collected ticket total, because the classifier currently sends "what size should I get" to Q&A on purpose. That was your call. We want to change it, with you.

- **The new dashboard grades every category vs 95%** across last night, 7-day, and 30-day. Product deserves its own row so you can train it on its own.

Today vs proposed

TODAY

5 graded intents. Product is just a label inside Q&A.

- WISMO
- ORDER ISSUE
- RETURN ISSUE
- PAYMENT
- Q&A → sizing, materials, fit, account, affiliate, solicitor, taxes, password
- PRODUCT CATEGORY → empty (label only)
- GENERAL → empty (label only)

PROPOSED

Product becomes real. Q&A slims. General becomes a true catch-all.

- WISMO **same**
- ORDER ISSUE **same**
- RETURN ISSUE **same**
- PAYMENT **same**
- Q&A → account, affiliate, solicitor, taxes, password, gift cards, donations
product removed
- PRODUCT CATEGORY → sizing, fit, materials, specs, product-line questions
now graded
- GENERAL → ambiguous or multi-intent only
catch-all

The new PRODUCT playbook is seeded from your existing Q&A sizing and product write-ups, so it launches with real content, not from scratch.

The boundary rules we need you to set

These decide where each ticket lands. Please mark each one **agree** or **change**. The two marked **your call** are genuine judgment calls.

- 1 "What size should I get?" / fit / "true to size?" **your call**

→ PRODUCT CATEGORY (today it is Q&A / sizing)

YOUR FEEDBACK

Agree

Needs change

Optional: notes or what to change

Save

2 Materials, fabric, care, "does this glow under UV?", product specs

→ PRODUCT CATEGORY

YOUR FEEDBACK

Agree

Needs change

Optional: notes or what to change

Save

3 Product-line questions (tops, bottoms, bodysuits, shoes, chains/harnesses, hats, outerwear, masks, accessories)

→ PRODUCT CATEGORY

YOUR FEEDBACK

Agree

Needs change

Optional: notes or what to change

Save

4 "Exchange this for a bigger size" unchanged

→ stays RETURN ISSUE / exchange. Asking about size is product. Swapping the item is a return.

YOUR FEEDBACK

Agree

Needs change

Optional: notes or what to change

Save

5 "Is the M in stock?" / restock your call

→ proposed: stays ORDER ISSUE / oos. Tell us if you want it under PRODUCT instead.

YOUR FEEDBACK

Agree

Needs change

Optional: notes or what to change

Save

6 Q&A keeps

account, affiliate / collab, solicitor, taxes & duties, forgot password, gift cards, donations

YOUR FEEDBACK

Agree

Needs change

Optional: notes or what to change

Save

7 GENERAL = genuinely unclassifiable or multi-intent only

If GENERAL volume ever grows, that is a signal to spin out a new real category, not a dumping ground.

YOUR FEEDBACK

Agree

Needs change

Optional: notes or what to change

Save

What changes under the hood, and the one cost

- We add PRODUCT CATEGORY as a 6th graded intent in the classifier and move the sizing and product subcategories under it.
- Your audit grader and the shared "Pam Grading Audit" sheet (Grading Rubric tab + Playbooks tab) update to the same tree at the same time, or our two blind graders stop agreeing. We do that lockstep step together right after you approve.

ONE-TIME COST

The per-category 30-day history gets a break point on the day we re-slice (before and after are not comparable). The overall account score is unaffected: same tickets, same grades, just re-labeled.

Overall thoughts

Anything not covered by the 7 rules: naming, sequencing, concerns, or a flat yes.

YOUR FEEDBACK

Agree

Needs change

Optional: notes or what to change

Save

The ask

Go through the 7 boundary rules and mark each **agree** or **change**. Once you are aligned, we update your grader and the shared sheet to match, then it goes live. Account-wide and per-category goal stays 95%.