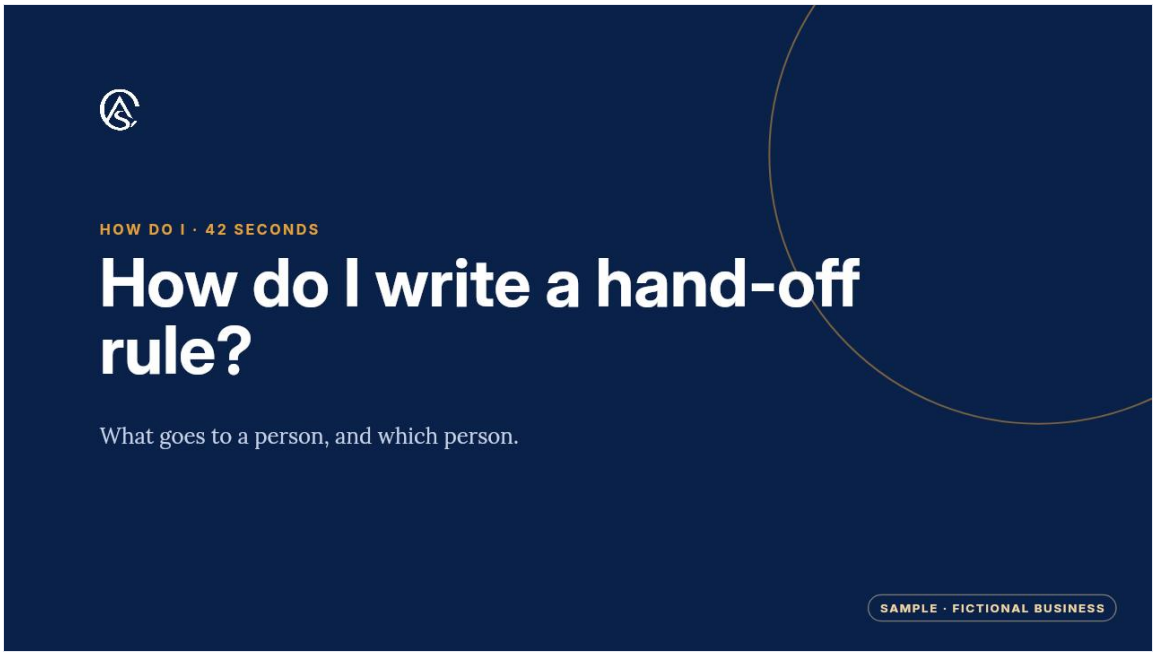
BUSINESS BRAIN · HOW DO I

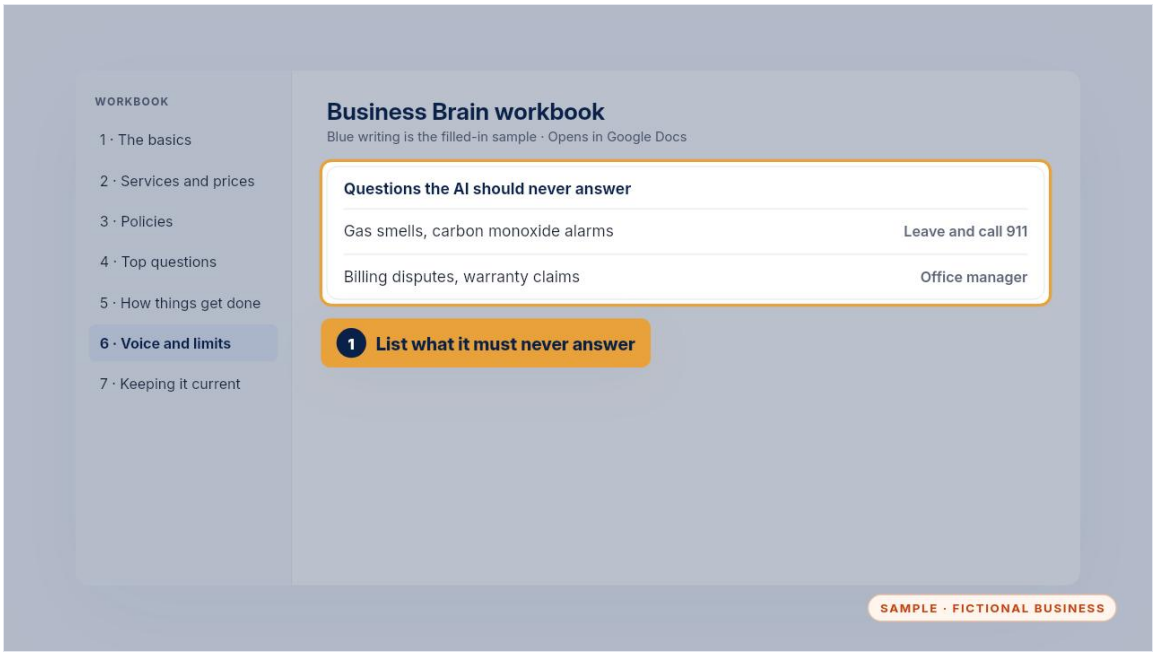
How do I write a hand-off rule?

Say what goes to a person, who it goes to and how to reach them.

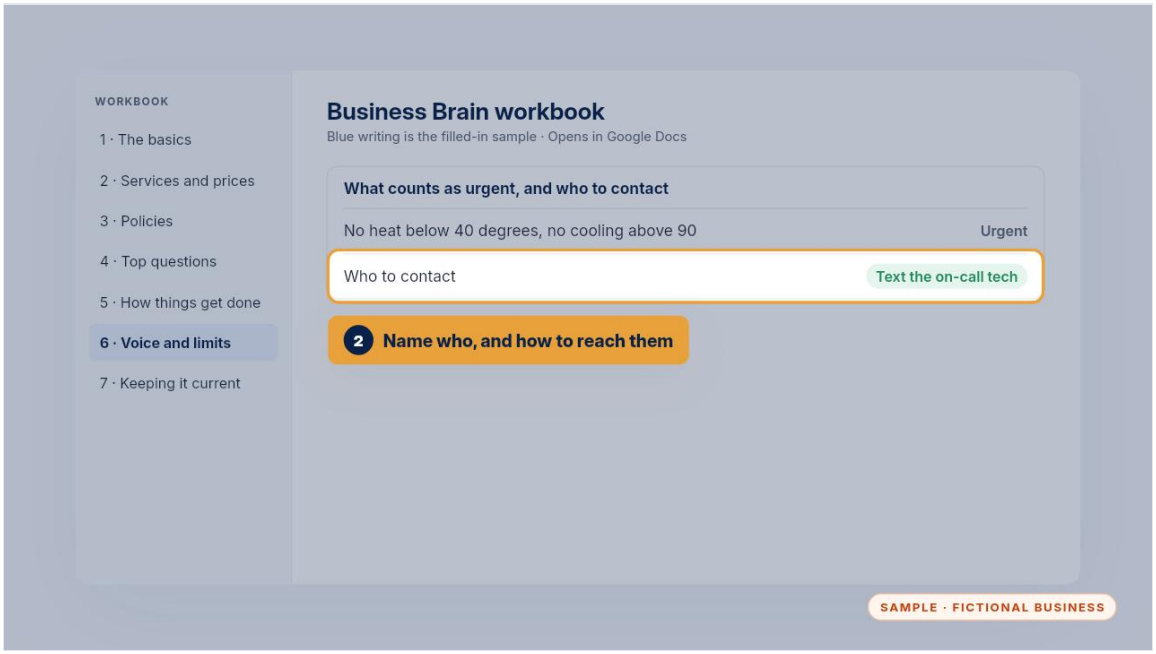
Watch the narrated video: https://openarmsolutions.com/guides/business-brain/write-a-hand-off-rule



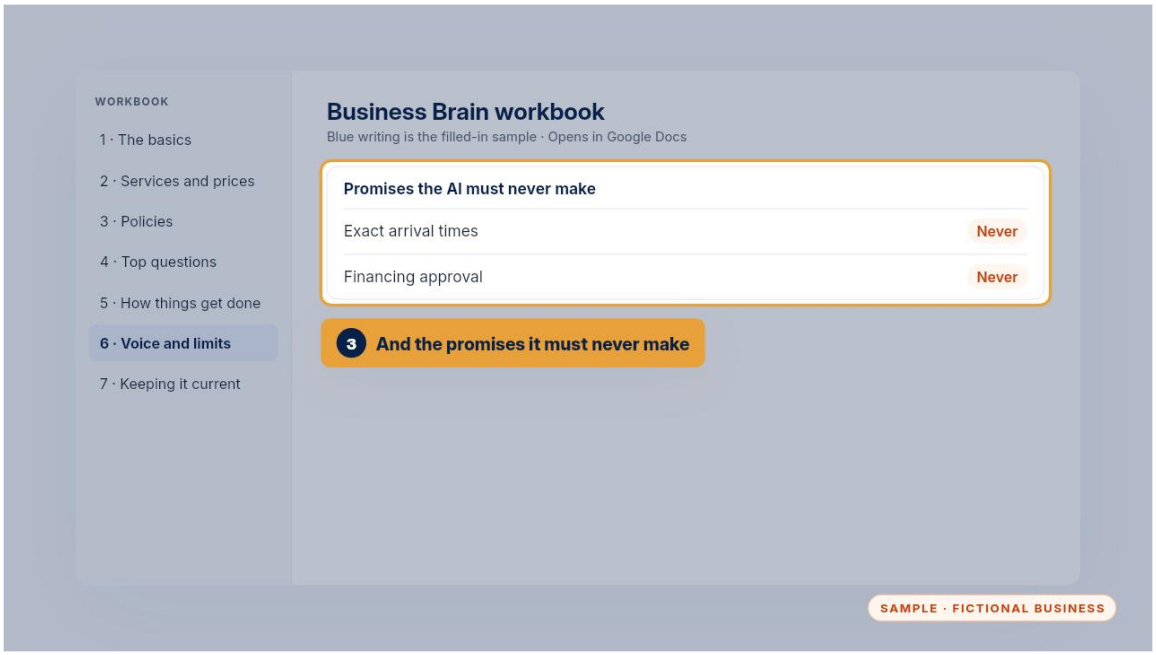
1. A hand off rule tells the AI when to stop and pass a question to a person. They live in section six.



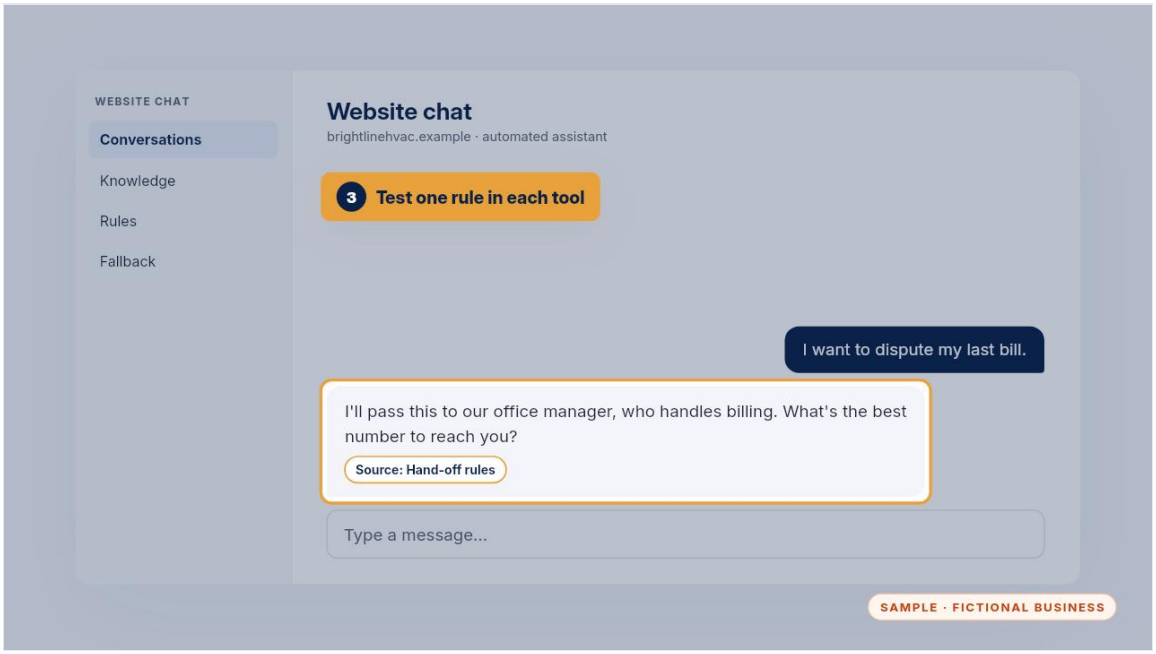
2 List the questions it must never answer itself, like gas smells, billing disputes and warranty claims.



3 Then say what counts as urgent and who to contact. Every rule should name a person and how to reach them, or the AI has nowhere to send it.



4 Write the promises it must never make too, like exact arrival times, prices for new systems before an estimate, or financing approval.



5 Reload the file and test one rule in each tool. The answer should hand off, and say who will follow up.