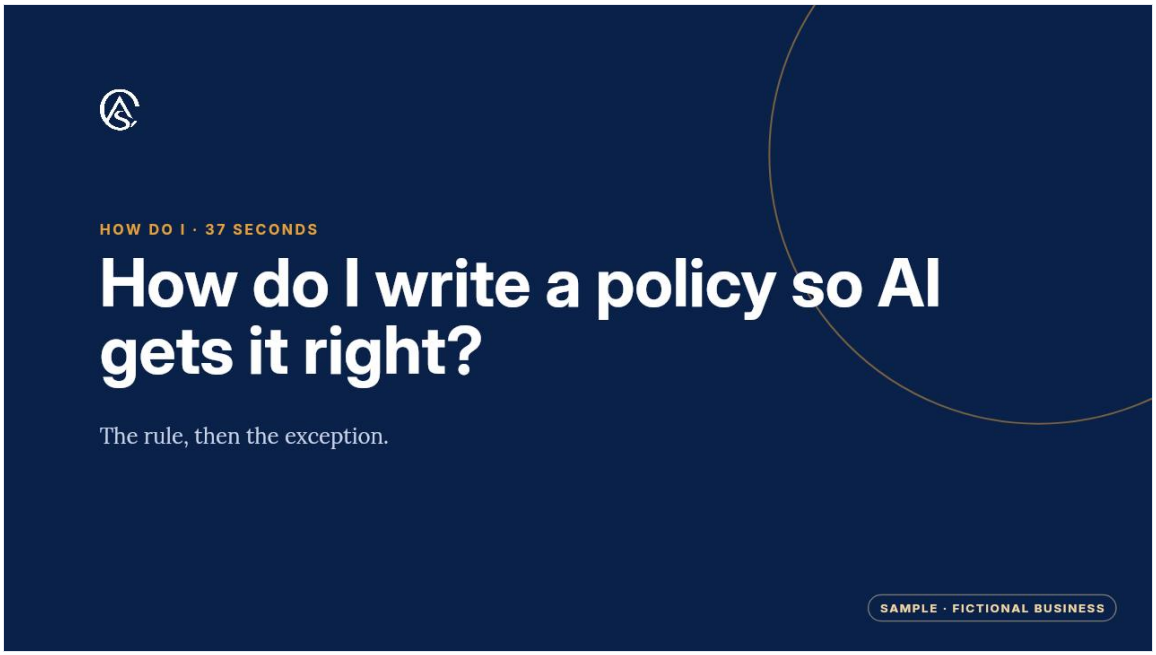
BUSINESS BRAIN · HOW DO I

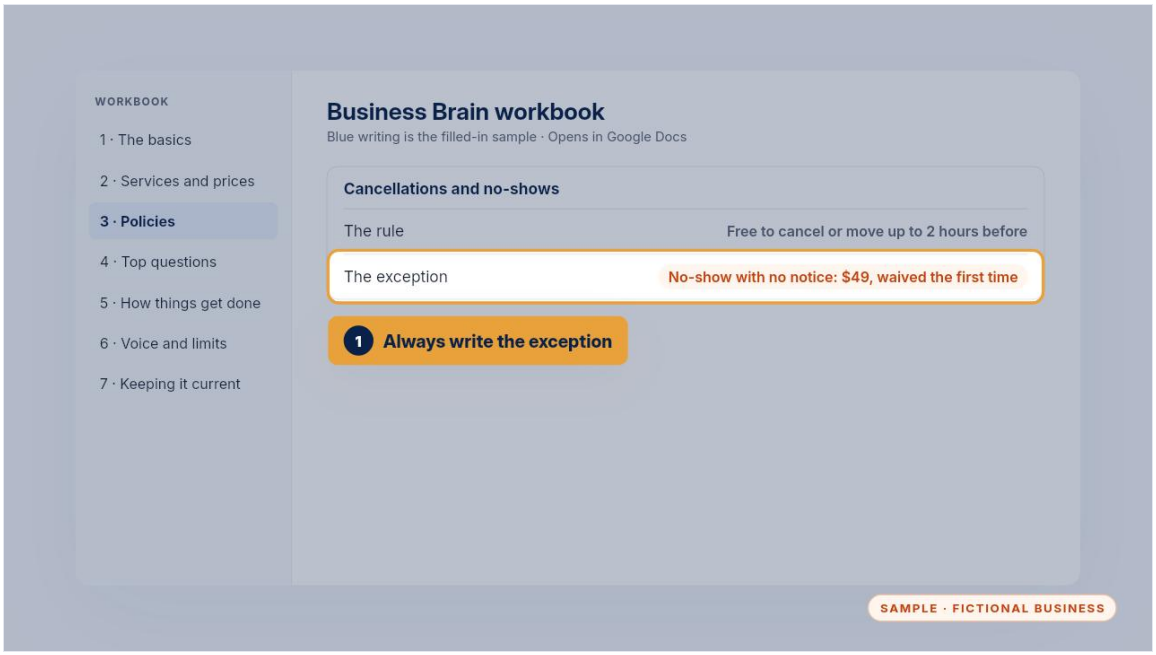
How do I write a policy so AI gets it right?

Write the rule, then the exception, in section 3.

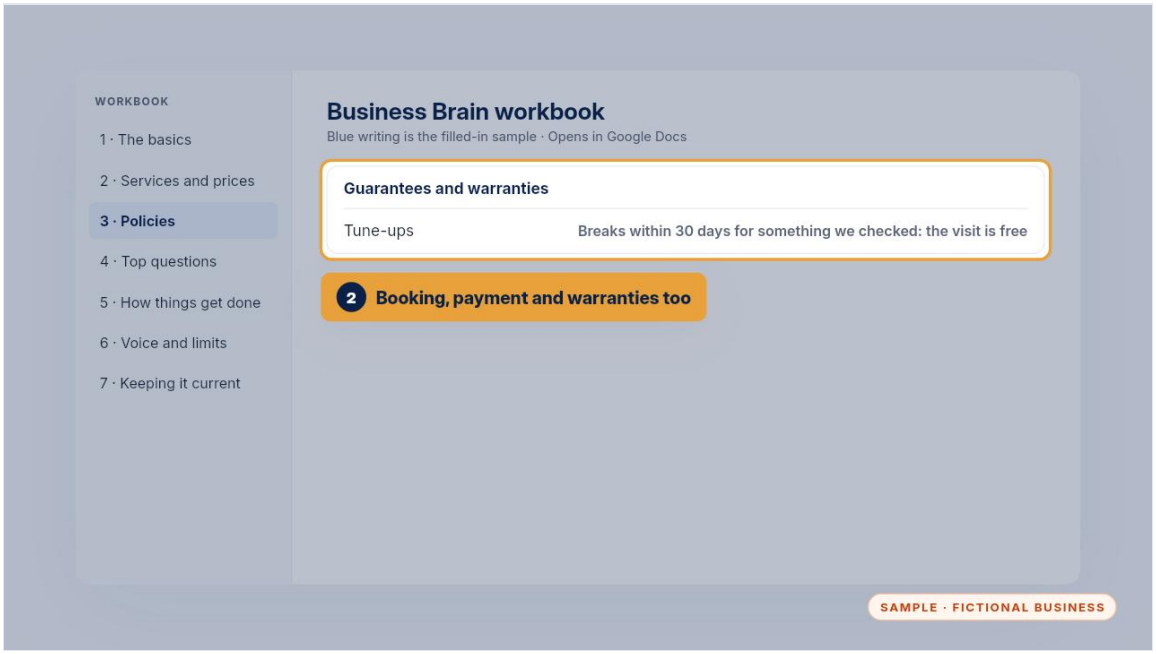
Watch the narrated video: https://openarmsolutions.com/guides/business-brain/write-a-policy-with-its-exception



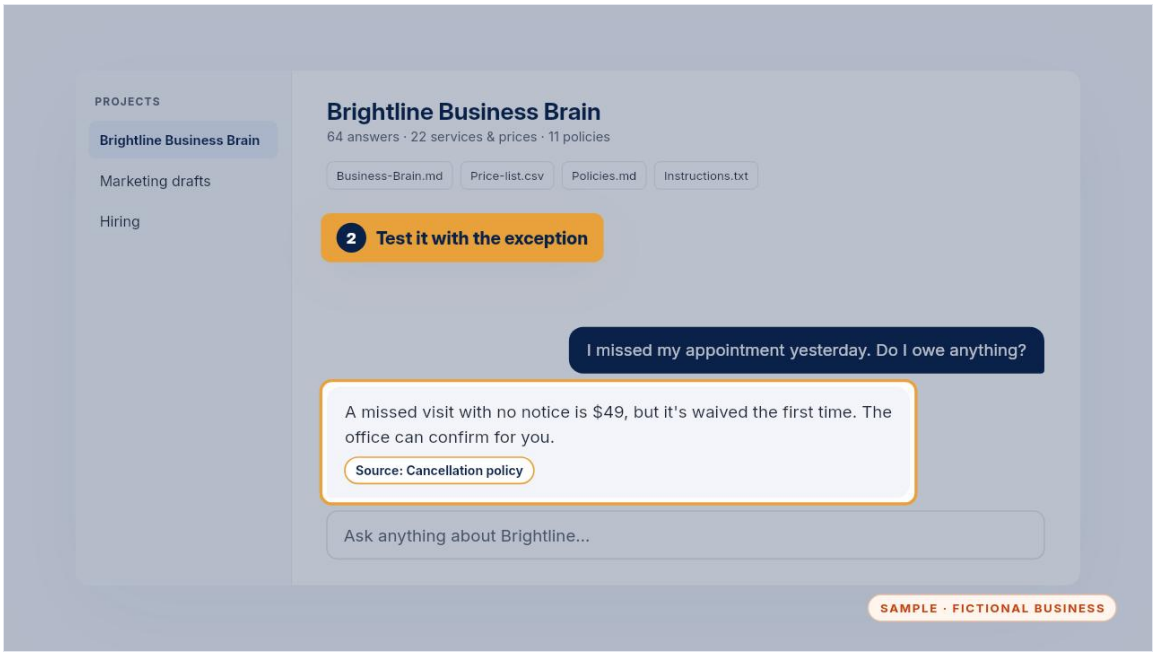
1 AI tools get policies wrong when the exception is missing. Here's how to write one in section three.



2 Write the rule first. Then write the exception. Brightline's cancellation is free up to two hours before, and a no show is forty nine dollars, waived the first time.



3 Do the same for booking, payment and warranties. Brightline's tune up guarantee says if it breaks within thirty days for something they checked, the visit is free.



4 Then test the exception, not just the rule. Ask a question where the exception applies, and check the answer follows it.