FIELD MAP / REV 01 / SMALL BUSINESS

The AI Operations Map

48 agents · 8 departments · you approve everything

INBOUND CHANNELS

Website chat · Gmail · Phone · Messenger · WhatsApp · Instagram · Typeform · Walk-ins

Planner — breaks a job into steps
Tool Runner — uses your apps
DISPATCHER — runs on Claude
Checker — re-reads before sending
Escalator — hands hard ones to you

CONTROL ROOM

COMPANY MEMORY

- Price list 424
- Services 455
- Past quotes 439
- Won deals 283
- Contracts 579
- Client history 276
- Brand voice 501
- FAQs 800
- Policies 272
- Templates 847
- Supplier list 459
- Staff rota 110
- Job photos 232
- Meeting notes 776
- Emails 577
- Call transcripts 659

live.log

```
07:48:12 checker      tone ok, prices ok
07:01:49 faq          1 answer updated
07:14:26 WAITING      your sign-off
07:27:03 redaction    card number masked
07:40:40 greeter      reply sent
07:53:17 invoice      #1044 created
07:06:54 triage       complaint: urgent
07:19:31 qualifier    fit check: good
07:32:08 matcher      bank feed: 3 paid
07:45:45 router       job routed to quot
07:58:22 booker       call booked Thu 10
07:11:59 reminder     sent to Atlas Dent
07:24:36 follow-up    nudge 2 of 3 sent
07:37:13 note-taker   12 desks, 2 rooms
07:50:50 overdue      Kestrel Cafe 14 da
07:03:27 crew         2 fitters assigned
07:16:04 pricer       price list v14 app
07:29:41 brief        morning page ready
07:42:18 scorer       lead 1044 scored 9
07:55:55 writer       proposal drafted
07:08:32 checker      tone ok, prices ok
07:21:09 faq          1 answer updated
07:34:46 WAITING      your sign-off
07:47:23 redaction    card number masked
07:00:00 greeter      reply sent
07:13:37 invoice      #1044 created
07:26:14 triage       complaint: urgent
07:39:51 qualifier    fit check: good
07:52:28 matcher      bank feed: 3 paid
```

FRONT DESK — 165 jobs today

Greeter — answers every message
Qualifier — asks your questions
Booker — books the call
Voice Agent — answers the phone
Lead Scorer — ranks who to call first
Follow-up — nudges quiet leads
avg 0.8s · 97.7% no rework

YOU: the call

QUOTES & PROPOSALS — 173 jobs today

Note Taker — writes up the call
Scope Builder — notes into line items
Pricer — applies your price list
Past-Wins Finder — pulls similar deals
Proposal Writer — drafts in your voice
Sign Chaser — gets it signed
avg 2.8s · 98.4% no rework

YOU: send the quote

SCHEDULING — 149 jobs today

Calendar — finds the slot
Matcher — right people, right job
Route Planner — orders the day
JOB #1044
Supplier Orderer — orders materials
Reminder Sender — confirms the day before
Reschedule Desk — handles changes
avg 1.1s · 99.5% no rework

DELIVERY — 73 jobs today

Kickoff Planner — quote into plan
Task Splitter — who does what
Status Chaser — asks so you don't
File Clerk — names and files it all
Change Catcher — spots extra work
Handover Writer — wraps up the job
avg 1.7s · 99.9% no rework

BILLING & COLLECTIONS — 220 jobs today

Invoice Maker — ready when the job is
Payment Matcher — checks the bank feed
Reminder Writer — polite, on time
Overdue Watcher — flags late payers
Expense Sorter — receipts into books
Tax Prepper — keeps it filing-ready
avg 2.5s · 97.9% no rework

YOU: approve it

SUPPORT & REVIEWS — 105 jobs today

Help Desk — answers after the sale
Complaint Triage — urgent goes to you
Warranty Checker — what is covered
Review Asker — asks happy clients
Video Maker — turns jobs into reels
FAQ Updater — learns from each ticket
avg 2.8s · 99.6% no rework

PAID

HIRING & ONBOARDING — 138 jobs today

Job Ad Writer — posts the role
CV Screener — shortlists for you
Interview Booker — sets the times
Contract Drafter — from your template
Day-One Guide — accounts, keys, intro
Training Coach — answers new-hire questions
avg 1.3s · 99.1% no rework

REPORTING — 190 jobs today

Morning Brief — one page, 7:30 daily
Cash Forecaster — next 30 days
Pipeline Tracker — every open deal
Workload Meter — who is overloaded
Anomaly Spotter — flags what looks off
Weekly Review — what to fix next
avg 2.5s · 99.0% no rework

APPROVAL QUEUE

- Quote · Harbor Dental $46,800 — APPROVE
- Invoice #1044 $46,800 — APPROVE
- Reply · refund ask — hold — APPROVE

AUDIT LOG

```
#8823 reminder    sent to Atlas
#8824 checker     tone ok, pric
#8825 router      job routed to
#8826 scorer      lead 1044 sco
#8827 qualifier   fit check: go
#8828 pricer      price list v1
#8829 invoice     #1044 created
#8830 overdue     Kestrel Cafe
#8831 redaction   card number m
```

SPEND LIMITS

- Per job — cap $2.00
- Per day — cap $40
- Per month — cap $600

REDACTION

Card ■■■ ■■■ 4417
ID ■■■■■■■
DOB ■■/■■/1984
Bank ■■■■ 0921

masked before any model sees it

TEST SUITE

212 / 212 checks passing

ALERTS

0 open · 2 cleared today

ACCESS ROLES

- Owner — everything
- Manager — approve under $5k
- Staff — read only

KILL SWITCH

STOP — Pauses every agent — one tap, from your phone

TOOLS YOU ALREADY USE

Google Calendar · HubSpot · QuickBooks · Stripe · Google Drive · Calendly · Gmail · Xero · Gusto

BUILT WITH

Claude · Anthropic · ElevenLabs · Higgsfield · Gemini · Perplexity · n8n · Supabase

job path · dispatch · company memory · approvals · your systems