

SCOPE

Production build: enquiry routing

Prepared for Example Co. dealer network · 13 October 2026

PREPARED BY
Wes Fischer, Founder and CEO

VERSION
v1 · draft

FOLLOWS
The 30-day proof, readout of [date]

STATUS
For agreement

01 What this build includes

IN SCOPE	NOT IN SCOPE
The decision logic for enquiry routing, from the proof, hardened and versioned	Changes to your CRM beyond the queues it needs
The data record: loading, checks and definitions	Records not named in this scope
The workflow into site queues	Ongoing support, which has its own agreement
Handover: runbook, training, two supported weeks	New decisions. Each is scoped on its own

02 What you own at handover

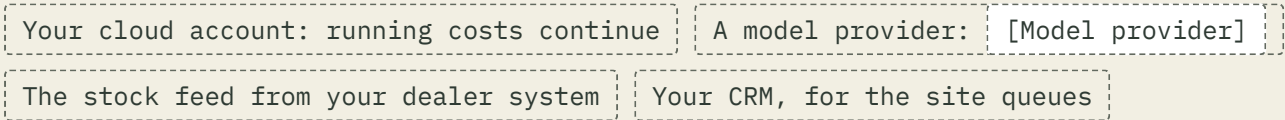
Some platforms can now leave your data in your warehouse, which is good. The question is where your identity rules, segments and agents live.

■ Decision logic	routing-logic v3.2: nine rules, versioned, in your repository
■ Data record	Enquiry, stock and site-hours tables, with definitions in Appendix A
■ Workflow	Routing into site queues in your CRM, plus a daily list of held enquiries
■ Documentation	The handover runbook, the rule change guide and training notes for site managers

03 Who operates it

TASK	WHO	WHEN
Review held enquiries	Sales Manager, each site	Daily, 09:00
Approve a rule change	Head of Sales Operations	As needed
Check the stock feed	Operations analyst	On the hourly alert
Quarterly rule review	Head of Sales Operations	Jan, Apr, Jul, Oct

04 What it depends on



Running costs for cloud and models continue after handover. This scope lists each one.

05 Milestones and acceptance

MILESTONE	ACCEPTED WHEN	WEEK
Records loading daily	Two weeks of loads pass the checks	3
Logic live alongside the current process	The owner signs off a week of comparisons	6
Workflow live	The site queues run without NTWRK for one week	9
Handover	Runbook signed off; two supported weeks done	11

06 Support after handover

Support sits under a separate agreement with a defined purpose. The system stays documented so you could appoint another provider.

07 Changing this scope

Either side can propose a change in writing. Each change states what it adds, what it removes and what it does to the milestones.

08 Fee

Set in the accompanying proposal, as a fixed fee for this scope. [Proposal reference]

09 Agreement

For Example Co. dealer network

Name, role and date

For NTRWK PTY LTD

Wes Fischer, Founder and CEO · date