

Fin, set up to know what it should never say



Boundaries first, then tuning on real conversations.

FIN WILL

- 01** Answer customers from approved content
- 02** Qualify new leads with a Playbook
- 03** Route to a person with context attached

FIN WILL NOT

- 01** Promise a live agent who is not there
- 02** Make up policy on the fly
- 03** Leave anyone at a dead end

Listen

Who writes in: customers, leads or both.

Split

A gate sends each to the right Fin role.

Guard

Guidance and handoff rules before launch.

Tune

Fin gets adjusted on real conversations.