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.