

DEFINE ONE JOB

Before your AI workflow meets real work

A readiness worksheet for the person who owns the process and the person building it.

Use one copy per workflow. Write the expected behavior before testing. Complete the blanks together; keep the decisions with the workflow.

WORKFLOW

PROCESS OWNER

REVIEW DATE

What starts the work?

Name the event, the person affected and the information available at that point.

What should be different when it finishes?

Describe the observable result and where someone can verify it.

WRITE THE BUSINESS RULE

When _____

only if _____

do _____

otherwise _____

Example: Answer from the reviewed FAQ when it applies. For an account-specific request, direct the visitor to the agreed support route.

UNDERSTAND THE BOUNDARY

A valid answer can still be wrong

A reproduced fictional example from Benian's published FAQ workflow.

THE REQUEST

“Can you change the address on my account?”

Fictional model selection: `{"articleIds":["hours"]}`

HTTP 200 / APPROVED TEXT RETURNED

“Our fictional demonstration support team is available Monday through Friday, 09:00 to 17:00 UTC.”

The selected ID exists. The answer is approved text. It still does not answer the visitor's question.

The example rejects an invented FAQ ID. Whether an answer is allowed and whether it is useful for this request are different checks.

The handoff has a limit too. Its `human_handoff` result gives instructions for reaching support. `contactCreated` is false. No support ticket is created by this workflow.

What must go to a person?

Where does the work go, and what proves receipt?

Evidence boundary: The replay runs exported Code nodes with fictional model responses. It does not test live model quality or the full n8n workflow. [1]

SET THE LIMITS

Give the workflow clear limits

Record the decisions the implementation must enforce.

01 Approved inputs

Which source, version and owner may it rely on? What information must stay out?

02 Allowed actions

What may it read, change or send? Which actions need a person's approval first?

03 Stop conditions

What should happen when a source is missing, permission is absent or a configured limit is reached?

04 Real escalation

Name the destination, responsible person and expected response time. What does the user see if the handoff fails?

CHECK THE MEANING, NOT JUST THE FORMAT

An exact source quote can accompany a misleading claim. The editorial packet still needs a person's review. [2]

A collector can pause with work still queued. Repeating the same job does not reset its request budget. [3]

TEST BEFORE APPROVAL

Test the failure paths

Agree the expected result first. Then test the configured system with permitted test data and its actual integrations. Keep a receipt or reviewed output for each result.

Replace each expectation with the rule for your workflow. Add its business-specific edge cases, such as closing time or an overnight shift.

01 Ordinary request

The intended result is correct and verifiable.

☐ Pass ☐ Fail ☐ Not run

OBSERVED / EVIDENCE

02 Wrong or missing evidence

A mismatched answer or unsupported claim is caught or sent for review.

☐ Pass ☐ Fail ☐ Not run

OBSERVED / EVIDENCE

03 Permission or approval missing

The restricted action is refused.

☐ Pass ☐ Fail ☐ Not run

OBSERVED / EVIDENCE

04 Provider failure or timeout

No success is invented. An uncertain write is reconciled before retrying.

☐ Pass ☐ Fail ☐ Not run

OBSERVED / EVIDENCE

05 Repeated request or reached limit

The agreed retry, duplicate and stop rules hold.

☐ Pass ☐ Fail ☐ Not run

OBSERVED / EVIDENCE

BLOCKING FAILURE

OWNER

NEXT TEST

NAME THE OWNER

Hand it over with an owner

The team should be able to operate the agreed workflow and recognize when it needs help.

- ☐ The business controls the relevant accounts and access.
- ☐ The operating owner can update approved rules and sources.
- ☐ The team has rehearsed a failure, a pause and the recovery procedure.
- ☐ Data retention, usage limits and costs have an accountable owner.
- ☐ The instructions explain how to stop it and restore the agreed fallback.

OPERATING OWNER / BACKUP

DOCUMENTATION / EVIDENCE LOCATION

UNRESOLVED GAP / OWNER / NEXT REVIEW

DECISION FOR THIS EXACT SCOPE

- ☐ Hold for changes
- ☐ Ready for a bounded pilot
- ☐ Ready for the agreed live scope

APPROVER / DATE / PERMITTED SCOPE AND LIMITS

Approve the behavior actually tested. A successful demonstration does not establish live delivery or business results.

INSPECT THE WORKED EXAMPLES

[1] FAQ selection + handoff

[2] Quotes + editorial review

[3] Collector pause + continuation

Public library: benian-technologies.github.io/automation-templates/

Prepared with AI assistance and checked against the published examples. Fictional examples; no client results claimed.