GO-LIVE RAMP

Pilot → steps → rollback

LEVEL	Operational
DURATION	1h - 1h45
USE	Running an agent
TRACK	Toolkit

OBJECTIVE Bring the agent into production along a reversible ramp, never in one go. You must be able to step back one notch at any moment.

1 THE PILOT

STARTING FRACTION

Share of real requests handed to the pilot

2 THE STEP-UP CRITERIA (← ACF-05) · ALL REQUIRED TO MOVE UP

AUTONOMOUS RESOLUTION

Required threshold

SATISFACTION (CSAT)

Required threshold

FIRST-RESPONSE TIME

Required threshold

ERROR RATE

Required threshold

3 THE STEPS

RAMP-UP

10% → 30% → 60% → 100%, watching the indicators at every step

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4 ROLLING BACK

FALL-BACK CONDITION

An indicator slips → step back down one level, fix, start again

GOLDEN RULE

An agent you cannot step back one notch is not ready to climb one

> You enter production along a ramp, not with a switch.

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