NeoAistriq ACADEMY

WORKED EXAMPLE | ENTIRELY FICTIONAL

A renewal brief you can verify

A draft-only telecom exercise. No real customer, execution or outcome is claimed.

The task

Prepare a short renewal-meeting brief for the account owner. Separate requests from approved commitments. Do not send a message or change a CRM record.

Your fictional source pack

ACC-01 | Account note

Orbit Networks is a fictional account. Maya owns the account. The current service term ends 31 December 2026. No new commercial terms are approved.

MEET-01 | Meeting note

Sam will prepare the renewal brief. The customer asks for a 10% discount. No discount or due date is approved.

OPS-01 | Service update

Incident INC-042 is open. The latest status is investigating. Resolution, root cause and an SLA result are not confirmed.

A reusable instruction

Use only ACC-01, MEET-01 and OPS-01. Return: meeting purpose; task owner; deadline; commercial requests; service risks; and source references. Use unknown when information is absent. Distinguish the account owner from the owner of a task. Label every unapproved request. Draft only: do not send, update records or imply approval. Include one quote supporting each important claim.

Before trying it

Read the sources yourself. Write a short manual brief and record your time. Then use an AI tool you are permitted to access. Keep both outputs and the time you spend checking and correcting them.

Adapt the method to your role. Confirm specialist rules with an accountable owner.

WORKED EXAMPLE | VERIFICATION AND FEEDBACK

Inspect the work, not the confidence

Illustrative comments only. This is not an assessed pass or a real learner case study.

An unsafe first draft

“Sam will send the approved 10% renewal discount by Friday. The service issue is resolved.”

What the reviewer should challenge

Approval. A customer request is not approval. ACC-01 and MEET-01 do not authorize a discount.

Deadline. Friday was invented. MEET-01 provides no approved due date.

Service status. OPS-01 says open and investigating. It does not establish resolution or SLA compliance.

Authority. Sam owns preparing the brief. Sending it or changing commercial terms is outside this exercise.

A safer corrected brief

Purpose: Prepare a renewal discussion for account owner Maya [ACC-01].
Task: Sam prepares the brief; deadline unknown [MEET-01].
Commercial request: Customer asks for 10%; approval unknown [MEET-01, ACC-01].
Risk: INC-042 remains open; resolution unconfirmed [OPS-01].
Boundary: Draft for review. No sending or system update performed.

Measure the whole task

Arithmetic exercise using invented times: manual work 12 minutes; AI drafting 6 minutes; checking and correction 5 minutes. Assisted total = 11 minutes. Illustrative saving = 1 minute, or 8.3%. This is not measured program performance or evidence of causation.

What to retain for review

Sources and permissions; instruction versions; actual outputs; corrections; total time; at least one changed-input test; your contribution; and what remains uncertain. Ask for human review at the relevant program gate.

Changed-input test: remove the discount request or supply an explicit deadline. Check that the output changes only where the source changed. A single clean response does not prove reliable behavior.