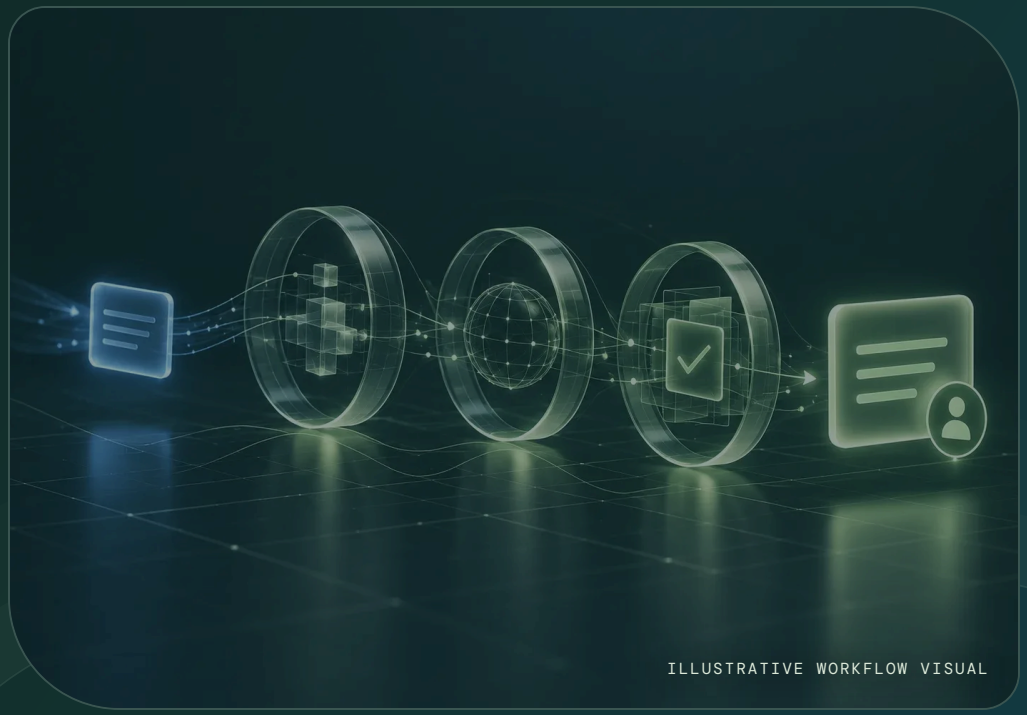
BrioBot

Case triage with evidence and checks.

A Salesforce support workflow built to gather context, find product evidence, and prepare a review-ready case update.

PRIOR BRIO TEAM PRODUCT EXPERIENCE.
NOT A TEREGON CLIENT ENGAGEMENT.



ILLUSTRATIVE WORKFLOW VISUAL

Support cases carry more than a question.

SUPPORT CASE	Illustrative record
Customer issue	**Water dispenser needs troubleshooting**
Product	**Needs verification**
Reason / source	**Not yet classified**
Next action	**Awaiting review**

For e-commerce support, a person may need to connect the case, product details, policy, and attached images before the right action is clear.

The system was designed to prepare structured fields for a representative to inspect, while keeping the source material and checks close to the proposed update.

> Illustrative case details. No customer record or product screenshot is shown.

Gather first. Propose second.

The model works inside a pipeline that gathers context, retrieves supporting material, and validates a draft before a person acts.

01

INPUT

Case context

Salesforce fields and conversation history

02

RETRIEVE

Evidence

Product and policy material; attached images

03

DRAFT

Proposed fields

A model extracts and drafts a structured update

04

CHECK

Validation

Python checks formats, allowed values, and records

05

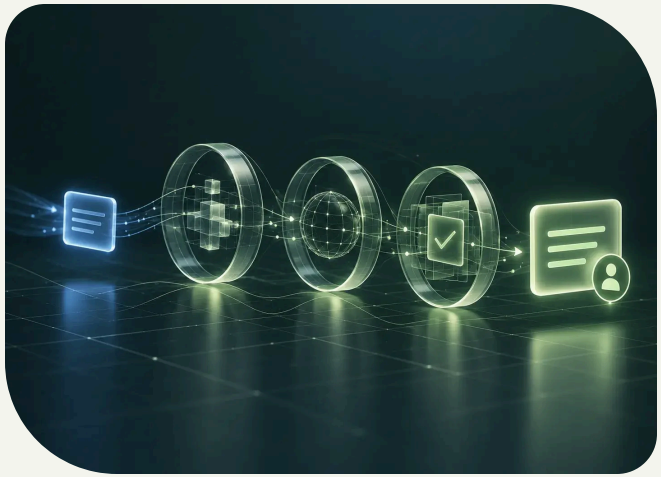
DECIDE

Human review

A representative reviews before any write

WORKFLOW SUMMARIZED FROM PRIOR BRIO TEAM IMPLEMENTATION NOTES.

The model proposes. Rules protect the record.



Evidence required	Unsupported values are cleared instead of guessed.
Existing work preserved	Fields already completed by a person are not overwritten.
Explicit write boundary	The model does not write to Salesforce; deterministic checks validate proposed fields.
Safe stop	Uncertain or invalid cases stop for human review; dry-run is the default.

> Langfuse traces supported review of the workflow. This deck does not claim a production outcome or measured business impact.

An engineering result, not a revenue claim.

01

Evidence before fields

Product records and policy material inform the proposed case update.

02

Deterministic checks

Python rules validate values and protect the Salesforce write boundary.

03

Review stays visible

Dry-run, safe-stop, and tracing support inspection before action.

What we can support Workflow design · source retrieval · structured extraction · validation · human review

> Prior team materials include offline evaluation work. No production accuracy, time-saved, cost, or revenue result is claimed here.

The useful part is the whole workflow.

For a support team, the model is only one step. Useful automation connects the case system, product knowledge, validation rules, and the person responsible for the answer.

- ↗ Map the current process
- ↗ Connect approved evidence
- ↗ Keep writes bounded
- ↗ Measure against a team baseline

Read the BrioBot case page ↗ Explore Teregon Labs ↗