

INTAKE AND ROUTING

Client request workbench

Capture the request and establish the next review step.

Captured client request

Please add our second business unit to the weekly report. The current report only covers the original team. We need to agree who owns the new inputs.

Reported impact: planned improvement

Work blocked
Service owner / escalation review

Work slowed
Delivery owner / next review

Planned improvement
Delivery owner / planned review

SELECTED INPUT

Routing follows the impact selected by the visitor, not an interpretation of the request. No ticket was created or message sent.

OUTPUT READY FOR APPROVAL

Client response and review

Acknowledge the request without promising scope or timing.

Acknowledgement draft

Thanks for the request. We will review the details below before confirming scope or timing: Please add our second business unit to the weekly report. The current report only covers the original team. We need to agree who owns the new inputs.

Please confirm the owner, requested completion date, and expected result. Receipt is not acceptance or a delivery commitment.

Before accepting	What to establish
Ownership	Who owns the affected process and can approve the work?
Timing and impact	What date is requested and what is the actual business impact?
Completion	What observable result counts as complete?
Access and scope	Are extra permissions or a written scope change required?

Next human step

Identify the new business-unit owner, expected reporting outcome, actual deadline, and whether scope or access changes are required.

Try the editable example at www.xenlabz.com/workbench.html. Actual system connections and acceptance criteria are agreed separately.