

Customer Support Macro Rescue

Short change and assumption log for one fictional, non-regulated desk-goods shop.

FICTIONAL DEMO ONLY: No real business, customer, case, order, account, platform, or personal data.
Original, rights-cleared content; not for publication.

25	12	8	12
approved macros	issue tags	escalation rules	FAQ entries

Business	Channels	Tone	Accepted source
Juniper Row Desk Goods	Email + chat	Warm / direct / practical	SRC-001 27 policy facts

READ FIRST: This log records the assumptions and rewrite decisions behind the proof pack. The editable DOCX and seven-sheet XLSX contain the complete production drafts and traceability.

Assumptions and boundaries

The proof corpus is intentionally narrow, fictional, and fully source-bounded. These assumptions are not claims about a live business.

- Juniper Row Desk Goods is a fictional online shop selling ordinary desk accessories; the accepted channels are email and chat.
- The only accepted source is support-macro-rescue-source.csv, effective 17 August 2026 for this demo and marked original, rights-cleared, and not for publication.
- The approved tone is warm, direct, practical, and non-salesy; the approved signoff is 'The Juniper Row team'.
- No live ticket, case, customer, order, account, platform, identifier, contact detail, or personal data is included.
- Every customer-facing factual clause must map to an accepted policy ID and exact CSV locator.
- Missing, conflicting, or unsupported facts route to a named role without an outcome, remedy, exception, or response-time promise.
- Record review may request only an order reference and purchase month; agents never request payment details, passwords, or authentication codes.
- No macro was uploaded, automated, published, posted, or connected to a live service.

Source integrity

Field	Verified value
Source	support-macro-rescue-source.csv
Bytes	23789
SHA-256	48d559549a63f92c239df205a6b53170dba1a2896488192143e8a47c1a4189ed
Manifest SHA-256	a816f1996098ebc65980ae99d2a77b8bbfbf5c87c7b7d8b15b97515baa95023f
Accepted policy facts	27
Rights status	FICTIONAL, ORIGINAL, RIGHTS-CLEARED DEMO CONTENT

Change register 1 of 3

Weak candidates are fictional and unpublished. Each was replaced with source-bounded production copy in the XLSX and DOCX.

Change	Macro	Weak unpublished candidate	Correction reason	Policies
CHG-001	MAC-001	It should ship soon.	Vague, merges processing with shipment, and omits the sourced business-day definition.	POL-001 POL-002
CHG-002	MAC-002	Tracking appears right away.	Invents immediacy and ignores the carrier-acceptance condition.	POL-003
CHG-003	MAC-003	Delivery takes three days.	Turns a range into a guarantee and omits the start event and business-day definition.	POL-002 POL-003 POL-004
CHG-004	MAC-004	We can change the address for you.	Promises approval without confirming processing status.	POL-005 POL-025
CHG-005	MAC-005	We will cancel it.	Promises an outcome that the accepted policy does not support.	POL-006 POL-025
CHG-006	MAC-006	We can usually merge them.	Adds an unsupported exception and omits the processing condition.	POL-007
CHG-007	MAC-007	Returns are accepted within 30 days.	Treats review eligibility as automatic acceptance and omits condition requirements.	POL-008 POL-009
CHG-008	MAC-008	Mail it back and we will process the return.	Skips required authorization, invents acceptance, and lacks the approved minimum-information request.	POL-008 POL-009 POL-024
CHG-009	MAC-009	All charges are refunded.	Contradicts the sourced refund term.	POL-008 POL-010

Change register 2 of 3

Weak candidates are fictional and unpublished. Each was replaced with source-bounded production copy in the XLSX and DOCX.

Change	Macro	Weak unpublished candidate	Correction reason	Policies
CHG-010	MAC-010	Final-sale items can be returned as an exception.	Invents an exception; uncertainty must be routed.	POL-011 POL-025
CHG-011	MAC-011	We will replace it immediately.	Promises a remedy and timing before required support-lead review.	POL-012 POL-024 POL-025
CHG-012	MAC-012	We will send the correct item today.	Promises a remedy and dispatch timing not present in the source.	POL-012 POL-024 POL-025
CHG-013	MAC-013	All mounting hardware is included.	Too broad; replaces the exact sourced component list with an undefined claim.	POL-013
CHG-014	MAC-014	It fits every desk.	Invents universal compatibility beyond the published range.	POL-014 POL-025
CHG-015	MAC-015	It is wool felt and can be washed normally.	Omits the blend and contradicts the sourced care instructions.	POL-015 POL-016
CHG-016	MAC-016	It is about 15 inches wide.	Drops two dimensions and weakens an exact published specification.	POL-017
CHG-017	MAC-017	It should be back next week.	Invents a date that is unavailable in the accepted source.	POL-018 POL-025

Change register 3 of 3

Weak candidates are fictional and unpublished. Each was replaced with source-bounded production copy in the XLSX and DOCX.

Change	Macro	Weak unpublished candidate	Correction reason	Policies
CHG-018	MAC-018	Yes, the item is held while you browse.	Contradicts the sourced availability rule.	POL-019
CHG-019	MAC-019	We can stack codes and match the lower price.	Contradicts the code rule and promises an adjustment outcome.	POL-020 POL-021 POL-025
CHG-020	MAC-020	Create an account, then send your password so we can sign in.	Contradicts guest checkout and requests prohibited credentials.	POL-022 POL-023 POL-025
CHG-021	MAC-021	Thanks. We will fix this soon.	Acknowledgement now avoids unsupported resolution and timing claims.	POL-025 POL-026
CHG-022	MAC-022	Send all account details so we can investigate.	Clarification now requests only the two source-approved record fields and warns against sensitive data.	POL-024 POL-025 POL-026
CHG-023	MAC-023	We are sure the policy allows it.	Policy gaps now route to a role instead of being guessed.	POL-025 POL-026
CHG-024	MAC-024	A manager will resolve this within one hour.	Escalation language now avoids naming an individual or promising timing or outcome.	POL-025 POL-026
CHG-025	MAC-025	Use this link even if the source differs.	Link sharing is now conditional on current approval and routes conflicts instead of overriding them.	POL-025 POL-027

Release and QA record

Scope gates

Gate	Actual	Requirement	Status
Recurring questions	20	20 maximum	PASS
Ready-to-paste macros	25	25 maximum	PASS
Issue tags	12	12 maximum	PASS
Escalation rules	8	8 maximum	PASS
FAQ entries	12	12 maximum	PASS
Source-policy facts	27	All exact locators	PASS
Change records	25	One per macro	PASS

Content and safety checks

- All 25 macros are approved and have declared placeholders, source-policy IDs, issue tags, linked questions, and a do-not-use boundary.
- All 8 escalation handoffs route to roles and avoid personal data, admissions, guarantees, remedies, and timing promises.
- All 12 FAQ entries preserve accepted policy meaning and remain marked as fictional unpublished drafts.
- The XLSX has exactly seven visible sheets, no formulas, no external links, no comments, no hidden content, and no active objects.
- The DOCX uses semantic headings, real lists, repeating table headers, page numbers, editable text, and scrubbed metadata.
- This PDF contains no scripts, forms, attachments, external actions, or live links.

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