

Rollback: back to the manual process in under five minutes

Sample document. The business and people are fictional, and the timings are estimates. It shows the format of a Teknetik rollback plan.

You can stop the workflow and return to the fully manual process at any time, for any reason. You don't need our permission or our help.

Nothing is lost. The workflow never moves or deletes emails. Every original enquiry stays in the shared inbox. Replies that have been sent are in Sent items. Drafts that were never approved were never sent.

Who can do what

STEP	WHO CAN DO IT	WHAT THEY NEED
1. Pause	Sam, the cover approver or the owner	A desk login
2. Disconnect the mailbox	The owner or your IT provider	Email admin access
3. Revoke the model key	The owner	The model supplier account
4. Remove the inbox rule	The owner or your IT provider	Email admin access

Stop: four steps

The times shown are estimates for someone who has rehearsed the steps at the handover. Together, the four steps take about four minutes.

1. Pause the workflow (about 30 seconds). In the desk, open Settings and choose **Pause the workflow**. From this moment, every new enquiry goes straight to the manual queue, untouched by AI. A gas smell or an urgent job is still flagged. Cards already on the desk stay where they are. The office is already back to the old way of working. For a short stop, this step alone is enough.

2. Disconnect the mailbox (about 1 to 2 minutes). In the email admin centre, find [app name used at setup] and remove its access to the shared mailbox. The workflow can no longer read the inbox or send from it.

3. Revoke the model API key (about 1 minute). In the firm's Claude API console, delete or disable the live key, [key name from 02]. The workflow can no longer call the AI.

4. Remove the inbox rule (about 1 minute). In the shared mailbox's rules, delete [rule name used at setup]. New mail stops getting the "Desk" label. The inbox looks as it did before the pilot.

If you're stopping for good, also revoke the job system API key (see 02) and ask us to help shut down the server. Keep the desk database until the retention periods in 01 have passed. It holds the audit log of what was approved and sent.

Check it worked (about 1 minute)

- ☐ Send a test email to the shared inbox from a test address. It arrives in the inbox with no "Desk" label.
- ☐ Nothing new appears in the desk.

- ☐ The office knows to work from the shared inbox, reply from it and type jobs in by hand.
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Working manually

Work exactly as before the pilot. Read each enquiry in the shared inbox, reply from it, chase missing details and type jobs into the job system.

Anything still in the desk's **Waiting for you**, **Manual queue** or **Waiting for customer** tabs when you stopped is also in the shared inbox. Work through those emails first, oldest first. Phone anything urgent or safety-related straight away.

Resume

Before you resume, decide why you stopped. If it was because of a problem, tell us first, so we can check it's fixed.

1. **Put the inbox rule back** with the same name and settings (see 02).
2. **Create a new model API key**. Never re-use a revoked one. Put it into the server's settings (see 02, "How to rotate").
3. **Reconnect the mailbox** with the same limits as before: the shared mailbox only, read and send.
4. **Run the test set** in the desk's Tests page and check that every case passes.
5. **Choose "Resume the workflow"** in Settings.
6. **Send one test enquiry** from a test address and check that a job card appears in the desk. If it doesn't, pause again and tell us.

Enquiries that arrived while the workflow was paused stay in the manual queue. Open each one and choose **Run the workflow again**, or handle it by hand. Emails that arrived while the mailbox was disconnected are only in the shared inbox: handle those by hand.

After a serious problem

If the workflow sent personal data to the wrong person, or did something nobody approved, carry out the steps above at once. Then tell the owner and follow the firm's incident process. Don't resume until the problem has been reviewed and fixed, and the test set passes again.

Rehearse it

We rehearse this rollback with the owner at the handover (see 08-walkthrough). Repeat the pause and resume steps once a quarter, so they stay familiar. Under care, we check that the pause switch works at every monthly check.
