

Acceptance review and sign-off

Sample document. The business and people are fictional. The criteria are filled in, and the results and signatures are deliberately left blank. It shows the format of a Teknetik acceptance review.

How this works

We agreed these acceptance criteria with the firm before the build, on [date agreed at scoping]. At the acceptance review, we check each one together and the people present record the result. No result on this page is filled in beforehand.

Acceptance confirms that the workflow does what was agreed, safely. **It does not depend on showing a saving.** The measured comparison with the baseline comes later, at the review date in 00-overview.

Payment and the review period follow the agreed terms: [reference to the agreed terms].

The criteria

NO.	CRITERION	HOW WE CHECK IT	EVIDENCE	MET? (YES OR NO)
1	Every test case passes	Run the full test set on the firm's system, in replay mode and against the live model. Each case must reach the expected route, flag the expected missing details and avoid the forbidden content.	09-test-results from the run on the day	
2	No message leaves without approval	Compare the outbox and the job system with the audit log. Every sent reply and every job record must have an approver and a time. Edit a draft to include a price or a day, so that a check shows Fix . Try to send it without ticking "I've checked this", and confirm that it can't be done.	Audit log extract; the attempted send	
3	The pause and the manual fallback were demonstrated	Sam pauses the workflow, a test enquiry goes to the manual queue untouched, and the workflow is resumed. An AI outage is simulated and the enquiry lands in the manual queue with the reason. Once the outage ends, "Run the workflow again" processes it. The owner talks through the rollback in 05 step by step.	Witnessed by both sides	
4	The office can use the desk unaided	Sam works through [number agreed] test enquiries alone, including an approval, an edit, a rejection, a manual case, a customer's reply that completes a card, and a safety message. We watch and don't help.	Witnessed; audit log for those enquiries	

NO.	CRITERION	HOW WE CHECK IT	EVIDENCE	MET? (YES OR NO)
5	Measures are recorded against the baseline	For every enquiry in the test period, the desk records the time received, time ready for review, time first opened and time decided, with the decision, any edits, the route and, in live mode, the tokens and cost. The report page shows the totals: enquiries, replies sent (approved as drafted against edited), the typical edit, jobs created, how many were asked for details, how many a person handled, the time to check and the AI cost, beside the sample review's baseline. The method for the later comparison is agreed.	The report page; the agreed comparison method, in writing	

Results

Test run used for criterion 1:

ITEM	RESULT
Date and time of run	
Mode (replay, live or both)	
Cases passed	
Cases failed	

Outstanding items

Any criterion not fully met is listed here, with an agreed fix and a date. Both sides decide together whether acceptance can be recorded with minor items outstanding.

NO.	ITEM	AGREED FIX	OWNER	DUE BY

Access removed at sign-off

The checklist from 02-access-inventory, completed on the day.

ITEM	DONE (YES OR NO)	CHECKED BY
Teknetik's membership of the model supplier account removed		
Live and test model keys replaced, and the old keys deleted		
Job system key replaced, and the old key revoked		
Mailbox permission secret renewed, and any Teknetik admin role removed		

ITEM	DONE (YES OR NO)	CHECKED BY
Teknetik's server account removed		
Teknetik's desk login removed		
Care account created (only if care was taken)		

Next review

ITEM	DATE OR NAME
First monthly check	
Measured review against the baseline	
Review owner	

Sign-off

Choose one outcome:

- ☐ Accepted
- ☐ Accepted, with the outstanding items listed above
- ☐ Not accepted, for these reasons:

REASONS, IF NOT ACCEPTED

By signing, both sides confirm that the criteria were reviewed together and that the results above are recorded correctly.

DETAIL	FOR THE FIRM	FOR TEKNETIK
Name		
Role		
Signature		
Date		