

DISCLOSURE Synthetic demonstration - illustrative data, not a real participant result.

AI FLUENCY / ASSESSMENT RESULT

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Customer operations assessment / Renewal-risk response and recovery plan

76 OVERALL ASSESSMENT SCORE DIRECTIONAL SCORE RANGE 72-79	RESULT IN CONTEXT Avery used AI to structure evidence, compare recovery options, challenge the preferred plan, and refine an executive deliverable. The staged recommendation balanced customer trust, retention value, and product limits. Verification was strongest on usage reconciliation and weaker on the projected value claim; one KPI also lacked a complete decision rule.
DIRECTIONAL OVERALL BENCHMARK PERCENTILE 72nd percentile	DIRECTIONAL CONTEXTUAL BENCHMARK PERCENTILE 76th percentile

SCORE CONFIDENCE

Medium

The source set, deliverable, saved calculation, AI interaction record, and revision trail are complete. One value claim lacks independent verification, and no second reviewer anchor set is included.

LEVERAGE CREATED AI accelerated evidence synthesis, option comparison, red-team critique, and executive editing.	LEVERAGE MISSED The projected value claim was not independently recalculated or linked to a reproducible model.
HUMAN-CONTROL POSTURE The participant corrected one AI classification, declined a broad concession, and retained approval gates.	BUSINESS CONSEQUENCE The staged plan was decision-ready, but one unverified value claim and an incomplete KPI rule reduced control strength.

Purpose

Understand how the participant used AI, evidence, verification, and judgment to build a renewal-risk response and recovery plan.

Directional range

Alternate reviewer-permitted scoring of the same evidence; not a standard error, confidence interval, or expected variation.

02 / AI FLUENCY PROFILE

Performance across six pillars

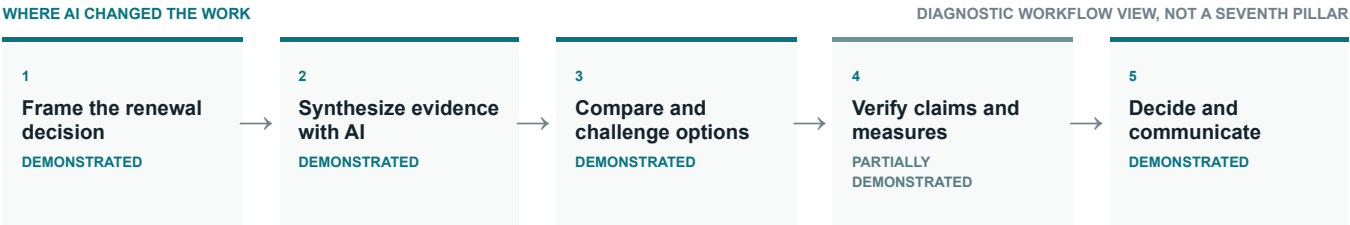
Pillar scores reflect the recorded assessment. Directional percentile plots show relative placement within the configured comparison frame; they are not percent correct or validated norms.

01	Context Framing Defines the task, audience, constraints, decision context, and success criteria. Set a clear renewal objective, customer audience, decision window, and operating constraints before comparing response options. OBSERVED EVIDENCE The opening plan named the renewal deadline, executive audience, service-recovery boundary, and success measures. NEXT-USE IMPLICATION Keep the explicit decision frame and add a pre-agreed threshold for escalation.	79.2 ASSESSMENT SCORE	PERCENTILE RANK
02	Evidence Navigation Finds, weighs, reconciles, and applies relevant information. Reconciled account, support, usage, product-gap, and renewal-option evidence, while leaving one value claim without direct lineage. OBSERVED EVIDENCE The plan linked churn risk to the usage decline and support backlog, and corrected a conflict between two source summaries. NEXT-USE IMPLICATION Attach a claim-to-source table for every financial or customer-impact statement.	75.0 ASSESSMENT SCORE	PERCENTILE RANK
03	AI Orchestration Uses AI deliberately for decomposition, critique, iteration, and refinement. Used AI to decompose the decision, compare recovery options, challenge the preferred plan, and tighten the executive message. OBSERVED EVIDENCE Six AI prompts included source synthesis, option comparison, a red-team critique, and a final audience-edit pass. NEXT-USE IMPLICATION Preserve the challenge loop and record which AI suggestions were accepted, revised, or rejected.	83.3 ASSESSMENT SCORE	PERCENTILE RANK
04	Verification & Risk Control Checks outputs, validates claims, and manages uncertainty and operational risk. Checked usage totals and corrected an AI classification error, but did not independently verify the projected value claim. OBSERVED EVIDENCE A saved calculation reconciled active-seat counts; the final plan retained a projected return estimate without a source-level check. NEXT-USE IMPLICATION Require an independent calculation and source check before using value estimates externally.	66.7 ASSESSMENT SCORE	PERCENTILE RANK
05	Judgment & Synthesis Combines evidence and tradeoffs into a coherent recommendation. Balanced retention value, implementation effort, customer trust, and product limitations in a staged recovery recommendation. OBSERVED EVIDENCE The recommendation rejected an immediate broad concession and tied a limited recovery package to adoption and service milestones. NEXT-USE IMPLICATION Define the exact condition that would trigger a larger commercial concession.	79.2 ASSESSMENT SCORE	PERCENTILE RANK
06	Communication & Delivery Produces a clear, complete, audience-ready business deliverable. Delivered a concise executive plan with owners and milestones, but the measurement table omitted one baseline and review date. OBSERVED EVIDENCE The deliverable included a decision, customer message, workstream owners, milestones, and a compact risk register. NEXT-USE IMPLICATION Complete every KPI with a baseline, target, owner, cadence, and decision rule.	70.8 ASSESSMENT SCORE	PERCENTILE RANK

03 / AI LEVERAGE AND CONTROL

Decision leverage with one verification gap

AI improved decomposition, comparison, critique, and delivery; independent validation of the projected value claim remained incomplete.



OBSERVED LEVERAGE DEPTH

Decision-support leverage: AI helped compare and challenge options, while the participant retained the staged recommendation and approval gates.

01
Leverage demonstrated

- Six source-grounded prompts
- Option comparison and red-team critique
- Correction of one AI classification error
- Audience-focused final revision

02
Leverage left unused

- No independent value model
- No final claim-to-source table
- No second-pass numeric check
- One incomplete KPI decision rule

03
Risk and retained control

- Staged recommendation retained
- Broad concession declined
- Human approval gates preserved
- Usage totals independently reconciled
- Value estimate remained unverified

AI LEVERAGE FINDING

Avery used AI beyond drafting - to structure, compare, challenge, and refine - while retaining the decision. The next control step is independent validation of every consequential value claim.

04 / EVIDENCE-BACKED PERFORMANCE

Observed strengths and control priorities

The strongest evidence shows deliberate AI use and retained judgment; the main limitations concern value verification and measurement completeness.

POSITIVE PATTERNS

P1

POSITIVE PATTERN

AI use progressed from synthesis to challenge

OBSERVED EVIDENCE

The interaction record includes decomposition, option comparison, a red-team prompt, and an audience-edit pass.

DECISION RELEVANCE

AI contributed to decision quality and delivery rather than only accelerating prose.

EVIDENCE BOUNDARY

The record demonstrates this pattern in one customer-operations scenario.

P2

POSITIVE PATTERN

Human judgment remained visible

OBSERVED EVIDENCE

The final revision corrected an AI classification error and declined a broad concession in favor of staged controls.

DECISION RELEVANCE

The recommendation preserved customer trust and bounded commercial exposure.

EVIDENCE BOUNDARY

Retained control does not establish that every AI-influenced claim was verified.

DEVELOPMENT PRIORITIES

D1

DEVELOPMENT PRIORITY

Verify the projected value independently

OBSERVED EVIDENCE

The projected return estimate appears in the final plan without a reproducible independent model.

DECISION RELEVANCE

An unsupported value claim could weaken trust or distort the recovery decision.

EVIDENCE BOUNDARY

Missing verification limits confidence; it does not prove the estimate is incorrect.

D2

DEVELOPMENT PRIORITY

Complete the measurement contract

OBSERVED EVIDENCE

One KPI row lacks a baseline and review date.

DECISION RELEVANCE

The team would not have a complete trigger for escalating or changing the staged plan.

EVIDENCE BOUNDARY

Owners and decision rules were present for the remaining measures.

D3

DEVELOPMENT PRIORITY

Preserve claim and decision lineage

OBSERVED EVIDENCE

The revision log records the major decision change but not every accepted, revised, or declined AI suggestion.

DECISION RELEVANCE

A compact decision log would make review and reuse faster.

EVIDENCE BOUNDARY

The decisive correction and concession choice are already traceable.

EVIDENCE BOUNDARY

The evidence supports deliberate AI orchestration, a coherent staged recommendation, and partial verification. It does not show that the projected value estimate was independently validated, and the missing check limits confidence rather than proving poor performance.

05 / RISKS, ACTIONS, AND FOLLOW-UP

Controls for the next assessment

Controls and practice steps for comparable customer-operations work.

R1	Projected value was not independently verified A projected return estimate could be repeated in customer communication without a reproducible calculation.	CONTROL TO ADD Recalculate the estimate from source inputs and link each assumption before external use.
R2	Measurement plan was incomplete One KPI lacked a baseline and review date, weakening the decision rule for the staged recovery plan.	CONTROL TO ADD Add the baseline, target, review date, and escalation threshold before activation.

RECOMMENDED NEXT WORKFLOW

1 Frame the decision, audience, and non-negotiable constraints.	2 Ask AI to map claims and conflicts to named sources.	3 Build and save the independent value calculation.	4 Ask AI to compare bounded response options.	5 Run a red-team critique and claim audit.	6 Record accepted, revised, and declined suggestions.	7 Complete the KPI and audience-readiness check.
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Follow-up questions

- 1. Which AI challenge most changed the recovery recommendation?
- 2. What independent calculation would support or replace the projected value claim?
- 3. Which KPI threshold would trigger a change in the staged plan?

Development exercise

Rebuild the value case from the provided source inputs. Ask AI to challenge each assumption, record accepted, revised, and declined changes, then complete every KPI with a baseline, target, owner, review date, and decision rule.

MEASUREMENT Observed performance across six AI fluency pillars in one customer-operations assessment.	SCORE AND DIRECTIONAL RANGE Reviewer anchors were mapped to the six-pillar rubric using the configured scoring profile. The range shows alternate permitted scoring of the same evidence; it is not a standard error or confidence interval.	CONFIDENCE AND COMPARISON Confidence reflects evidence coverage and traceability, not score level. Missing evidence limits confidence and is not treated as poor performance. The record is complete except for one independent value check and a second reviewer anchor set. Directional benchmark; Directional demonstration percentile only. It is not a validated benchmark.
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