



KNOWLEDGE TRANSFER

## AI Customer Support Agent — System Handoff

N° KT-2026-SAMPLE · May 1, 2026

AUTHOR

Sample Author

CC

Operations Team

TO

Sample Recipient

DATE

May 1, 2026

### SAMPLE DOCUMENT NOTICE

This is a sample document. The content, names, systems, metrics and credentials presented here are entirely fictional and exist solely to showcase the visual identity, structure and tone of Centaurs internal documentation. Nothing in this document refers to a real client, project, employee or system.

### PROJECT OVERVIEW

The AI Customer Support Agent is a conversational assistant deployed on the client's e-commerce platform to handle Tier-1 inquiries: order status, returns, shipping policies, and product information. Built on a multi-agent architecture with retrieval-augmented generation, the system currently handles roughly 68% of incoming tickets autonomously and escalates the rest to human agents with full context preserved. This document hands over operational ownership from the delivery team to the client success team.

### STAKEHOLDERS

Outgoing Lead	Sample Author — Solutions Architect
Incoming Owner	Sample Recipient — Client Success Manager
Technical Sponsor	J. Doe — VP of Engineering
Client Counterpart	ACME Retail — Support Operations
Handoff Date	May 15, 2026

## SYSTEM ACCESS

Agent Console	console.centaur.example / SSO
Knowledge Base	Notion – ACME Support KB workspace
Observability	Langfuse – project: acme-support-prod
Code Repository	GitHub – centaurs/acme-support-agent
Escalation Channel	Slack – #acme-support-oncall

## CURRENT PERFORMANCE METRICS

Metric	Target	Last 30 Days
Autonomous Resolution Rate	65%	68.4%
Average Response Time	< 8 sec	5.2 sec
CSAT Score	■ 4.2/5	4.5/5
Escalation Accuracy	■ 90%	93.1%
Hallucination Rate	< 1%	0.4%

## OPEN TASKS AT HANDOFF

- Review and approve the Q3 knowledge base refresh (12 new product categories)
- Validate the Spanish-language fine-tuning before production rollout
- Schedule monthly evaluation runs against the regression test suite
- Coordinate with ACME's IT team on the planned SSO migration in June
- Document the new escalation rules for high-value customer accounts

## KEY CONTACTS

Name	Role	Contact
A. Smith	ML Engineer (Centaur)	a.smith@centaur.example
B. Garcia	Prompt Engineer	b.garcia@centaur.example
C. Müller	ACME Support Lead	c.muller@acme.example
D. Tanaka	Infrastructure on-call	Slack: @d.tanaka

## OPERATIONAL NOTES & WARNINGS

Never modify the system prompt directly in production – all prompt changes must go through the staging environment and pass the regression test suite before promotion. The agent is configured to refuse any request involving payment information or account credentials; do not loosen these guardrails without a formal review. Monitor the Langfuse dashboard daily during the first two weeks post-handoff and escalate any drift in resolution rate above 3 percentage points.

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## REFERENCES

- Architecture Decision Records – Notion / ACME Support KB / ADRs
- Agent Evaluation Framework – internal documentation
- Centaurs Operational Playbook for Production Agents v2.1
- ACME Master Services Agreement – signed January 2026

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