



WHERE AI SHOULD STOP

Automate the repetition. Keep judgment, trust and negotiation **human.**

AI OWNS

Fast, repeatable stages

- ☐ **Initial response**
Answer direct questions quickly.
- ☐ **Basic qualification**
One question at a time.
- ☐ **Resource delivery**
Match asset to bottleneck.
- ☐ **Transactional reminders**
After booking and consent.

SHARED

AI assists, your team decides

- ☐ **Pricing fit**
Starter vs custom scope.
- ☐ **High-volume leads**
Flag and gather context.
- ☐ **Unusual questions**
Clarify before replying.
- ☐ **Meeting follow-up**
Capture the next step clearly.

YOUR TEAM OWNS

Trust-critical decisions

- ☐ **Custom proposal**
Scope, terms and commitments.
- ☐ **Negotiation**
Price, timeline and risk.
- ☐ **Complaints**
Sensitive or high-risk issues.
- ☐ **Explicit human request**
Handoff without friction.

Good automation makes the human more effective.

It does not trap the customer inside a bot.

Handoff well



WHAT YOUR HUMAN TEAMMATE RECEIVES

A clear handoff helps your team continue without making you repeat yourself.

Useful context for the handoff

☐ **Context shared**

Name, business and conversation channel.

☐ **Their request**

The request and intended outcome.

☐ **Main goal or bottleneck**

Slow response, qualification, follow-up or booking.

☐ **Volume**

Monthly or daily enquiries.

☐ **Helpful materials shared**

So you do not need to repeat useful information.

☐ **Scope discussed**

Starter option or custom scope.

☐ **Agreed next step**

Call, proposal, question or direct phone contact.

☐ **Timing**

When they want the outcome.

Phone request rule

Provide +254 786 307 831, nudge once toward booking at cal.com/rainlightai/30min, then respect a preference to call directly.

Suggested handoff: "I have flagged this for the Rainlight team and included the context you shared, so you should not need to repeat everything."