before launch · one service space

The five decisions checklist

Fill this in for each Rovo agent before it meets a real requester. Every line comes from the lesson Design a Rovo agent for your service desk.

01 What is its one job?

Sort your top topics from the queue. If you can't say the job in one sentence, the agent isn't ready to build.

Answer _____

Raise _____

Hand off _____

The job in one sentence _____

02 What can it read?

Every agent can use all organizational knowledge until you narrow it. Point it at one approved source.

Approved source _____

Old pages it could still find _____

- [ ] One current article per top topic
- [ ] Each article has an owner
- [ ] Web search off
- [ ] Tested as a portal customer

03 When does it stop and hand off?

Write the paths into the instructions: answer, raise, hand off now, out of scope. A prompt is still not a control.

Hand off now when _____

Out of scope _____

- [ ] Raise a request added
- [ ] Create work item removed
- [ ] Required fields it can't collect, tested
- [ ] Every path tested after every edit

04 How do you know it works?

Score the same fixed prompts before and after each change, then read every failure yourself. The judge scores text, so a raised request can count as a miss.

Test prompts _____ Known gap included _____

Response accuracy, before / after _____ Resolution rate, before / after _____

05 Who owns it, and how do you turn it off?

Name all three before launch, because after launch nobody wants to be the one who turns it off.

Owner _____ Manager in Studio _____

Reviewer (Conversation review) _____ Off switch _____

- [ ] Users told before review is on
- [ ] Credit use checked in Atlassian Administration
- [ ] Flow trigger narrowed

Want a second pair of eyes?

An Atlas Bench architect can review your agent's job, knowledge, handoffs, and owner.

Talk to an architect