

Choose the right way in

The phone is the control point. Connected systems are where the work happens.

THREE LAYERS

1 Owner channel

Where you brief the Assistant, receive questions, and answer approvals.

2 Business integration

Where the Assistant and agents read records, create work, and update systems.

3 Customer phone line

Where a dedicated Praxivara Phone number lets an assigned agent handle calls.

PICK ONE OWNER SURFACE TO LAUNCH

- | | | |
|--------------------------|------------|---|
| ☐ | Web | Complete review, editing, management, and visual work |
| ☐ | SMS | Short universal text from the regular messaging app |
| ☐ | Telegram | Messages, photos, and voice notes |
| ☐ | iMessage | Familiar Apple Messages access |
| ☐ | WhatsApp | Private chat with supported files and voice notes |
| ☐ | Live voice | A separate, authenticated real-time call for the account user |

ONE REAL FIRST JOB

Job to run from the phone

Two connected systems it needs

Design the mobile control boundary

A practical planning framework, not a scientifically validated standard.

P

Pair the person and channel

Who may instruct this job, and from which connected channel?

H

Hold consequential actions

Which exact actions must pause, and what must the owner see?

O

Operate from shared business state

Which authoritative records and connected tools must be reread?

N

Notify with evidence

Which record, file, delivery state, or receipt proves completion?

E

Escalate uncertainty

When should the system stop, ask, recover, or move the work to a person?

APPROVAL CONTRACT

ACTOR

EXACT ACTION

TARGET

EXPIRY

Break it before a customer does

Run each test with the real channel, permissions, records, and recovery path.

- | | |
|---|--|
| ☐ Message arrives from an unknown sender | ☐ Requested action is unsupported on that channel |
| ☐ Owner uses a new number or device | ☐ Integration permission expires during execution |
| ☐ Approval arrives after its expiry | ☐ Customer consent or channel preference is missing |
| ☐ Reply says: Yes, but change the details | ☐ Wrong customer or account is resolved |
| ☐ Approval message is forwarded | ☐ Tool says success but record is missing |
| ☐ Duplicate webhook or channel event arrives | ☐ Attachment is oversized or unsupported |
| ☐ A delayed instruction wakes after state changed | ☐ Calendar or CRM write times out ambiguously |
| ☐ Voice note times out or transcribes incompletely | ☐ Phone channel is temporarily unavailable |
| ☐ Group chat is mistaken for a direct message | ☐ Completion notice arrives without proof |
| ☐ Cancel or stop is ambiguous | |

RECOVERY NOTES

DO NOT LAUNCH YET IF

Identity is uncertain, the approval cannot be tied to one exact action, the authoritative record is stale, or a reported success cannot be verified.

Measure completed work, not busy chat

Record the business result and the evidence behind it.

Phone requests

How many owner requests entered through messaging or live voice?

Completed without desktop

How many finished without opening the full web workspace?

Approval latency

Median time from proposal to scoped owner decision

Verified completion

Percent of completed jobs with authoritative receipts

Human takeover

Percent routed to a person because judgment or context was needed

Recovered failures

Failures recovered without duplicate sends, records, or bookings

Stale approvals rejected

Expired or modified approvals correctly rejected

Channel interruptions

Outages, provider errors, unsupported media, or failed delivery

ONE JOB TO IMPROVE NEXT

Evidence we will require

Manual fallback if the channel or tool fails

THE STANDARD

Brief from anywhere. Hold the boundary. Complete the work. Return proof.