Evidence ID	Source	Observation	Limitations
E01	Operations analyst interviews	Analysts spend a median 11.5 hours on each exception case; 4.2 hours are spent locating and reconciling source records.	Six interviews from one operations team
E02	Pilot telemetry	18% of eligible weekly cases used the draft-summary pilot more than once.	Eight-week pilot; usage instrumentation does not explain abandonment
E03	Pilot quality review	84% of sampled summaries were judged materially accurate; 14% contained at least one claim reviewers could not trace to a displayed source.	Fifty sampled cases; reviewers used the current manual standard
E04	Frontline interview	Analysts value a starting draft but reopen source systems because the draft does not show why a source was selected or what was omitted.	Repeated in four of six interviews
E05	Operations leader	Standardize the final review packet and reduce median case cycle time by 40% this quarter. The leader would accept a narrower first release if it is used consistently.	Commercial commitment has already been discussed with executives
E06	Compliance lead	Every material claim must link to an authorized source. The system must preserve the human approver, source set, model and prompt version, edits, and final disposition in an auditable record.	Compliance has not approved automated dispositions
E07	Compliance lead	A user must not see or retrieve a source they could not access in the underlying system. Exported packets must not reveal restricted source content.	Existing access groups are available; a new identity system is not
E08	CTO	The six-week executive demo should show ingestion from all five source systems, autonomous research, automatic disposition, and a configurable executive dashboard.	No engineering estimate has been completed
E09	Engineering discovery	Reliable connectors already exist for the case system and document repository. The ticketing, call-recording, and policy systems would each require a new connector and security review.	Two engineers are available for four weeks before one moves to another commitment
E10	Support observations	27% of pilot outputs are manually reformatted before review. Users also copy the final packet into the case system.	Based on 63 support-tagged cases
E11	Incident report	In three pilot cases, a revoked document remained in an already generated draft until the user refreshed the evidence set.	No customer data was exposed outside authorized users
E12	Sales note	Northstar's renewal sponsor wants proof of measurable adoption and a credible path to broader source coverage, not necessarily all five connectors at launch.	The renewal decision is in ten weeks
E13	Designer usability session	Users missed low-confidence language presented only as a small badge. They noticed an inline explanation and a required confirmation step.	Five participants
E14	Security architecture	The deployment has on-prem model endpoints, role groups, append-only audit storage, and source-system permission checks. It does not have field-level redaction across all sources.	Architecture review is current as of the fictional case date