WORKSHEET 11.1

Our deployment and its limits

Complete the quick guide for this group.

Complete with the facilitator and check against the approved deployment. Do not infer new features from practice.

What we use the voice for

One recurring task and expected result.

Access and alternative

Tested speech, text or assisted access; mark unavailable system access pending. Do not record access codes publicly.

Limits and handover

What the voice does not decide; responsible specialist.

Help and feedback

Champion, steward, support and agreed status route.

REVIEW CRITERION

Purpose, access, limits and contacts are clear to everyone.

WORKSHEET 11.2

My three real questions

Record personal work questions, suitable mode and observed outcomes.

Ask three questions of your own. Check the answer against its source, correct a misunderstanding and route feedback. For the manual exercise use card Q11: form N-17, revision 3 is approved for the North site. There is no recorded approval for South. The steward takes scope questions to the domain team.

Question 1 and outcome

Your question, answer, site and the ID and revision of the source you checked.

Question 2 and outcome

Which detail was repeated incorrectly? Record your correction and the corrected outcome.

Question 3 and outcome

Where does the evidence stop? Name the recipient and the pending status of the feedback.

Participation mode and observed learning actions

Record source check, correction and feedback route separately as independent, with a prompt or pending. For assisted entry, record who formulated and decided.

System access and retest

If observed on the agreed system, record the mode, date and evidence. For role-play record pending, an owner and a date. Carry over earlier access notes from the field above.

REVIEW CRITERION

Three personal questions and the same learning actions are evidenced or pending with dates; participation mode does not change assessment.

WORKSHEET 11.3

A useful error report

Send a traceable error to the right role.

Correct a misunderstood detail and write an error report. Confirm only the hint you actually want to submit.

What happened?

Question, expected result, observed answer or visible state.

Evidence and correction

Source and version; what was misunderstood? Send confidential material through the permitted route.

Recipient and confirmation

Content to steward, access or outage to support. Test the agreed reporting route.

Status and feedback

Question, discarded, approved or adoption confirmed? Next feedback when and by whom?

REVIEW CRITERION

Another person can understand the issue, evidence and next action.

WORKSHEET 11.4

Champions and reliable feedback

Separate user support from content approval.

Agree a suitable champion role per group or team. Explicitly record tasks, time and deputy.

Champion and deputy

Person, reachable contact route and available time.

What we handle

Help users start, collect questions, track status and organise visible feedback.

What we escalate

Content review to steward, operational outage to support, new service or price questions to the responsible approver.

First feedback review

Date, open hints, confidential-information handling and results back to the team.

REVIEW CRITERION

Roles have contacts, time and a clear escalation route.

WORKSHEET 11.5

Our first use trial

Try one useful routine.

Choose one recurring occasion. The trial is voluntary and judged by usefulness rather than conversation count.

Occasion and simple action

When does the need arise? Which short phrase or access starts it?

Expected immediate benefit

Which concrete task should become easier?

My contribution to next use

Check a source, correct a summary or submit a hint.

Review and open actions

Date, useful experience, barrier, needed change and owner.

REVIEW CRITERION

Occasion, action, benefit, contribution and review are specific.

How we use Voice

Add access details and local owners before use.

How we use the voice

Use tested speech, text or assisted access for the task on sheet 11.1. You formulate and decide. Role-play does not evidence untested system operation.

Ask and check

Describe your need briefly. Clarify missing details. Check whether the answer fits the situation and what supports it. If unclear, ask again or use the agreed specialist handover.

Change the interaction

Ask for slower speech or clarification when needed. Correct misunderstood details through the suitable access mode. Text and agreed access assistance use the same task criteria; speaking yourself is not required.

Report an error

State the question, observed result and relevant evidence. Explicitly confirm which hint you wish to send. Content questions go to the steward; access or operational issues to support. Contacts are on sheet 11.1.

Understand the state

A hint remains a proposal. Question means something is missing. Discarded does not change knowledge. Approved means content accepted, adoption still pending. Only adoption confirmed belongs to the confirmed KSE knowledge state.

Help and feedback

The champion named on sheet 11.4 helps users start and follows pending feedback. Share only permitted information. For a task outside approved scope, the responsible specialist decides.

Champion and contact: _____

Access and team folder: _____