

FICTIONAL EXAMPLE

Workflow Decision Pack

A fictional example showing the structure of a ClickoAI Workflow Value Workshop decision.

Alder Quay Commercial, every person, number and workflow detail in this pack are invented. This is not client data and the figures are not benchmarks.

CLICKOAI LTD | clickoai.com/resources

Version 2 | 15 August 2026

Decision in one page

Item	Fictional decision
Workflow	First-pass review of customer contracts arriving on the customer's standard terms, where the firm acts for the supplier
Person responsible	Fictional Commercial Practice Partner
Recommendation	Fix the process first
Reason	Queueing and inconsistent intake are the largest visible burdens. Review quality is not yet measured consistently enough to judge a tool.
Review point	Six weeks after intake and supervision changes begin

If the process change removes enough burden, leave the workflow alone. If a repeated review burden remains, compare buying an existing tool with a small supervised pilot.

Fictional baseline

Measure	Made-up figure	Evidence a real firm would need
Contracts entering review	18 per month	Matter list or intake record
Time before work starts	1.4 business days	Received and opened timestamps
First-pass handling	2.1 hours	Time entries and a sequential sample
Supervisor corrections	34 minutes per contract	Correction log
Write-off hypothesis	GBP 2,150 per month	Finance extract checked by its owner

Limitations

The fictional firm has not yet separated queue time by intake route, and its correction figure comes from a small sample. A real recommendation would retain the source, confidence and limitation for every figure.

How the work happens today

- The customer's contract reaches a partner or fee earner.
- Urgency is decided informally.
- Allocation happens by message or conversation.
- A lawyer produces the first pass using a preferred checklist.
- A partner reviews it without one retained review standard.
- Comments leave the firm and corrections disappear into the matter record.

Fictional failure point

Intake and allocation create avoidable waiting before legal work starts. The Workshop would not attribute that delay to AI or software without evidence.

Burden register

Burden	Evidence today	What would strengthen it
Queue before allocation	Timestamp sample	One month by intake route
Inconsistent first pass	Supervisor recollection	Written checklist and correction log
Write-off	Finance hypothesis	Workflow-level billing extract

Choices evaluated using the same criteria

Choice	Evidence fit	Main condition	Decision
Fix the process	Strong	Named intake person, common fields and a dated review checklist	Do now
Buy a tool	Weak today	Comparable written vendor answers and measurable acceptance criteria	Revisit
Run a small supervised pilot	Weak today	Fixed evaluation set, review rule, data route and stop condition	Do not start
Leave it alone	Valid	Process change removes enough burden to make technology unnecessary	Keep open

Conflict disclosure

ClickoAI is developing contract-review software. It is not part of this fictional engagement. Fixing the process, buying a third-party tool, running a small pilot and leaving the workflow alone receive the same written evaluation.

Six-week process plan

When	Action	Evidence retained
Week 1	Name the intake person and record received time, requested return time, contract type and assigning partner	Intake log
Week 2	Introduce one first-pass checklist and one supervision standard	Versioned checklist
Weeks 3 to 5	Run the process and record queue, handling, corrections and write-off	Dated baseline log
Week 6	Compare the new numbers and choose to fix, buy, pilot or leave it alone	Signed decision note

Approval and evidence conditions

- One accountable person is responsible for the workflow.
- The sign-off roles are identified across commercial leadership, risk, IT and finance.
- No live client document enters an unapproved tool.
- Any later pilot has a fixed evaluation set and written stop condition.
- Vendor claims count only when retained in writing.

What the paid Workshop produces

- A reconstruction of how the work happens today.
- Five current numbers with sources and limitations.
- A ranked view of burdens and opportunities.
- A comparison of fixing the process, buying a tool, running a small pilot and leaving the workflow alone.
- Named responsibility, sign-off, data and review conditions.
- A written next-step plan, including when not to proceed.

The call before the Workshop is a fit decision, not an audit. A no-fit answer is valid.

Next step

Use the Readiness Score at clickoai.com/readiness or request a 20-minute fit call at clickoai.com/fit-call.

CLICKOAI LTD, company number 17322603. Registered in England and Wales. Registered office: 66 Paul Street, London, England, EC2A 4NA.