PRODUCT BRIEF

ENDURION RELAY

Purpose

Relay structures incoming service requests, attachments and missing information. The responsible person receives a traceable case and decides how to proceed.

Workflow

01	**Capture intake**	Combine approved inboxes, forms and attachments.
02	**Check details**	Surface required fields, missing information and exceptions.
03	**Obtain approval**	An accountable person confirms the next action.
04	**Hand off safely**	Transfer to an agreed destination only after approval.

Requirements

Defined intake channels, permitted data types, roles, retention periods and a tested target integration are required.

Scope limits

Ambiguous content and safety-related priorities remain subject to human review. Without a suitable interface, Relay can prepare a case, but transfer remains a separate task.

The demonstrator uses predefined sample data and does not process real emails.

Next step

Describe your initiative and unresolved decisions. Scope, access and implementation are agreed before the project starts.
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