



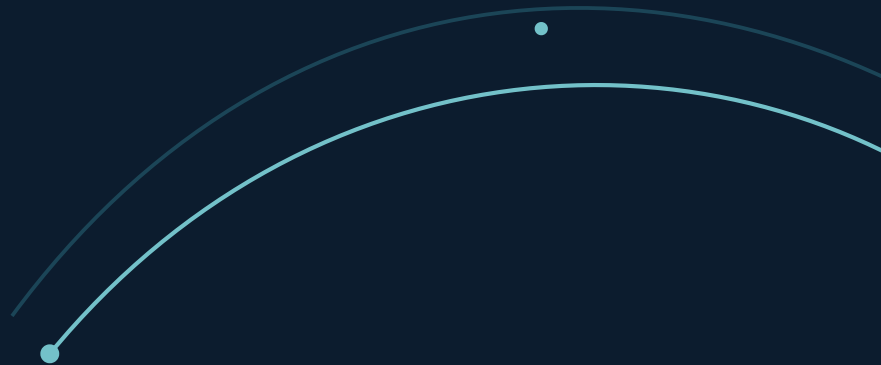
OPERATING MANUAL

KaliQuote

See the lane. Price it with proof.

How a freight desk reads the mail, finds who can carry the move, prices it under a rule a person can defend, and stays with the customer after the offer goes out.

For operators, price leads, and the people who buy the desk.
Written for the work. A short technical layer sits in each chapter.



A guide you can hand to the team, and a case you can hand to a buyer.

Most of this manual is written the way a good colleague would explain the desk on a Monday morning. About one sentence in five is for the person who wants to know how the machinery holds a number still.

KaliQuote is a freight pricing command center. It sits between the inbox, the carriers you buy from, and the offer you send a shipper. It does not replace a transportation management system. It takes the work that usually lives in a mailbox, a spreadsheet, and someone’s memory, and puts it on one lane.

1	The promise	<i>Why the desk exists</i>
2	One request, end to end	<i>The path of a quote</i>
3	The philosophy	<i>Read with language. Decide with rules.</i>
4	The map	<i>Every sourcing task has a place</i>
5	The match	<i>Gates, then a weighted shortlist</i>
6	The workspace	<i>Every screen, in plain words</i>
7	The inbox	<i>Remind, follow, and clear the small work</i>
8	Pricing and supply	<i>Copilot, spot, contract, documents</i>
9	The customer, still in the room	<i>Memory, KaliQ, and Guide</i>
10	Making the desk yours	<i>Onboarding, language, safeguards</i>
11	A day, and the reason to buy	<i>What changes on the floor</i>

IF YOU WORK THE DESK

Start at the screens

Chapters 6 through 9 name every page, what you do there, and where the human approval sits.

IF YOU ARE BUYING

Start at the promise

Chapters 1, 3, and 11 are the case: speed with a number you can defend, and a service chat that cannot invent a rate.

IF YOU RUN THE BUILD

Read the navy boxes

Each chapter closes with a short technical note. The engineering references in the repository go further.

01 THE PROMISE

Slow quotes lose the load. Opaque quotes lose the trust.

A forwarder lives on a thin margin and a fast reply. The request arrives as an email. The rate lives in a PDF, a portal, or a colleague who is on another call. The customer is already writing to someone else.

KaliQuote is built for that hour. It gathers the request, shows the lane on a map, finds carriers who can actually carry it, prices from a buy rate you can point to, and holds the send until a person agrees. After the

offer leaves, the same desk remembers to follow up, with the customer and inside the team.

FOR THE PRICE LEAD

One thread, one case

The mail, the extracted lane, the buy rate, the margin, and the approval live together. You stop reconstructing the story from five windows.

FOR THE CARRIER DESK

Spot, then contract

Ask a carrier for a buy rate, check that they are real, and keep the accepted tariff as the cost basis for the next quote.

FOR THE CUSTOMER

A person still signs

Questions can be answered quickly. The official offer waits for a human. That is the safeguard, and it is also the sales promise.

Automate the repetitive work. Keep the commercial judgment with the people who own the account.

The product is versatile because freight work is not one motion. Some mornings you are clearing a queue. Some afternoons you are reading a carrier tariff. Some evenings a shipper only wants to know whether the earlier note was seen. KaliQuote gives each of those jobs a screen, and it refuses to let the easy jobs pretend to be the hard ones.

02 ONE REQUEST, END TO END

From the first email to a quote the team can stand behind.

Nothing in the path is a black box. Each step has an owner: a model where the language is messy, a rule where the money is real, a person where the relationship is at stake.

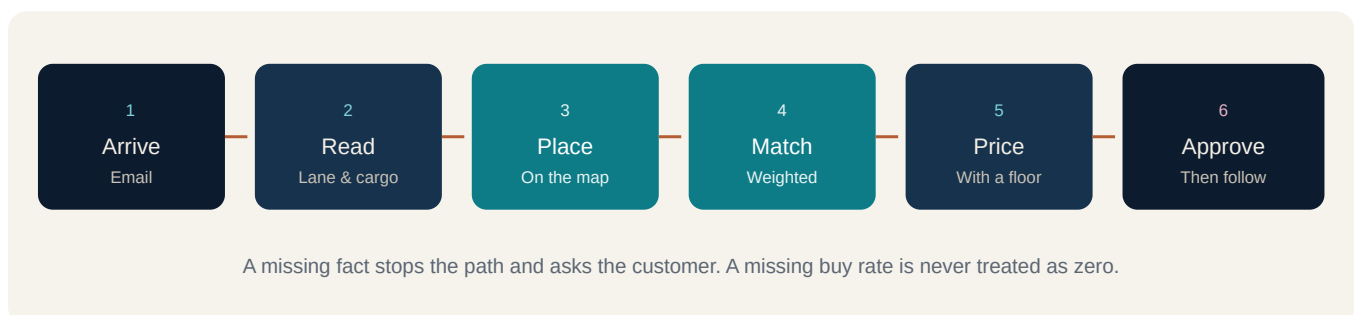


Figure 1. The commercial path. Language is interpreted early. Money is decided late, under a rule, with a person on the send.

What the team actually feels

A request lands in the connected mailbox. KaliQuote files it as a thread and, when it is a quote request, opens a case beside the mail. The reading step pulls origin, destination, mode, equipment, weight, and dates out of prose that was never written for a form. If a fact is missing, the desk asks for that fact and does not invent it.

The lane is drawn. Carriers are tested against it. If a contracted buy rate exists, the quote is built from that rate, with fuel, accessorials, and a margin floor. If it does not, the screen says so. The team can request a spot rate, read a tariff, or discover leads to verify. The customer email that carries the official number waits for approval when the policy says a person should see it.

After the reply, the inbox keeps time. It knows who answered, whether that was a teammate or the assistant, who is waiting, and when a quiet thread should be touched again. The document that justified the

rate stays attached to the carrier, searchable later, when someone asks “where did this number come from?”

UNDER THE HOOD

Gmail watch delivers mail to a Cloudflare Worker. An orchestrator classifies intent, extracts a typed request, routes attachments, and calls a deterministic quote engine. The policy engine returns `AUTO_APPROVED`, `HUMAN_APPROVAL_REQUIRED`, or `REJECTED`. Every step is written to a pipeline event log the team can open on the thread.

03 THE PHILOSOPHY

Language models read. Rules decide. People send.

KaliQuote uses modern language models where they are strong, and refuses them where a wrong sentence would become a wrong invoice.

GIVEN TO THE MODEL

Messy language

Classifying a thread. Pulling a lane out of a paragraph. Reading a carrier PDF. Drafting a courteous reply. Explaining the screen you are standing on. Suggesting the next practical step.

KEPT IN THE RULES

Money and permission

Which carrier is eligible. Which rate is still valid. The margin floor for this customer. Whether confidence is high enough to proceed. Whether a document may change the registry.

That split is the versatility. The same platform can sound like a colleague in a chat, and still price like a tariff. A team can adopt it as an inbox, as a sourcing map, as a document desk, or as a customer-service voice, because each of those jobs respects the same boundary.

Three habits follow from the philosophy, and they show up on every screen.

- **A blank is a blank.** No contracted buy rate means the quote is not ready. It is never silently filled with a made-up market number.
- **A file is a proposal until a person accepts it.** Doc Intel can read two hundred lanes. It cannot write them into the rate book on its own.
- **A draft is not a send.** KaliQ can talk a shipment through. Guide can teach the screen. The official offer still passes a person when the policy requires it.

The audit trail is part of the product. If a customer or a manager asks why a quote waited, the thread can show the rule, the rate source, and the person who released it.

04 THE MAP

Every sourcing task is placed on the earth before it is priced.

A lane is not a pair of words. It is an origin you can stand on and a destination you can sell. KaliQuote geocodes the places in a sourcing task so the team sees the move, and so a vague city name does not become a confident quote.

Known ports and UN/LOCODE points resolve first, from a built-in atlas. A city, a hub, or a free-form place that the atlas does not know is sent to a geocoder: Google when a key is configured, then OpenStreetMap, so an unknown point still has a chance to land. Successful lookups are remembered for a day, so the map and the worker agree. On the dashboard, a United States ZIP can resolve on its own. The same geometry draws the arc on the inbox case, on Quote Copilot, and across the sourcing control map.

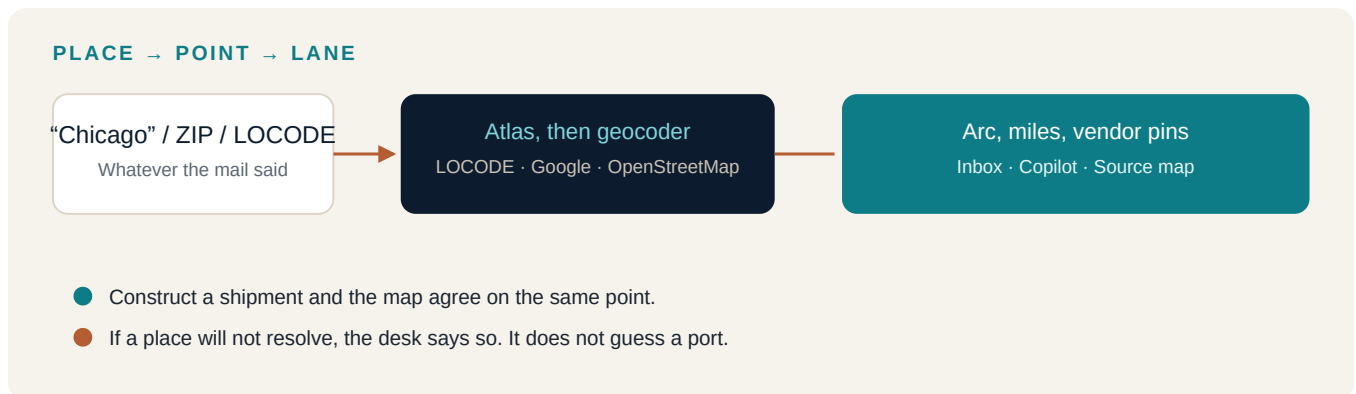


Figure 2. Geocoding is shared. A lane drawn in Vendor sourcing is the same lane the quote desk prices.

On the sourcing map, each vendor can wear its own color, and each mode can wear its own line. Filter to one carrier and the network they actually cover is what remains. Click a lane and you see price, transit, validity, alternates, and a link back to the contract that justified the rate. Vendor addresses that resolve become pins beside the arc, so “who is near this move” is a picture, not a hunch.

This is why geocoding sits under every sourcing task, not only the pretty map. Constructing a shipment, requesting a buy rate, and opening a case from email all need the same origin and the same destination. A team that can see the lane argues less about what the customer meant.

UNDER THE HOOD

Shared geocode resolution checks a LOCODE atlas, then a 24-hour process cache, then an HTTP geocoder. The dashboard exposes this at `/api/geocode`. Lane arcs and air-mile hints are drawn with MapLibre from the resolved points. Unknown places stay unresolved on purpose.

05 THE MATCH

A customer request is matched by gates first, and by weight second.

“Find a truck” is a weak instruction. KaliQuote turns the request into a requirement — mode, equipment, origin, destination, quantity, transit window, hazardous or not — and then refuses carriers who cannot meet it.

The first pass is a set of hard gates. A carrier must be active. They must offer the mode. They must cover that origin and destination. They must support the equipment. If the cargo is hazardous, they must accept it. A carrier who fails a gate is out, with a reason the team can read: lane not covered, equipment not supported, vendor not active. There is no soft score that talks an unfit carrier back onto the quote.

Carriers who pass are then weighted. A rate that is in force ranks ahead of a rate whose dates are unknown, and far ahead of a rate that has expired. Transit that misses the customer’s window is penalized. Faster transit is rewarded. Lower total cost ranks higher. The shortlist is one best rate per carrier, ordered so the price lead sees the strongest fit first.

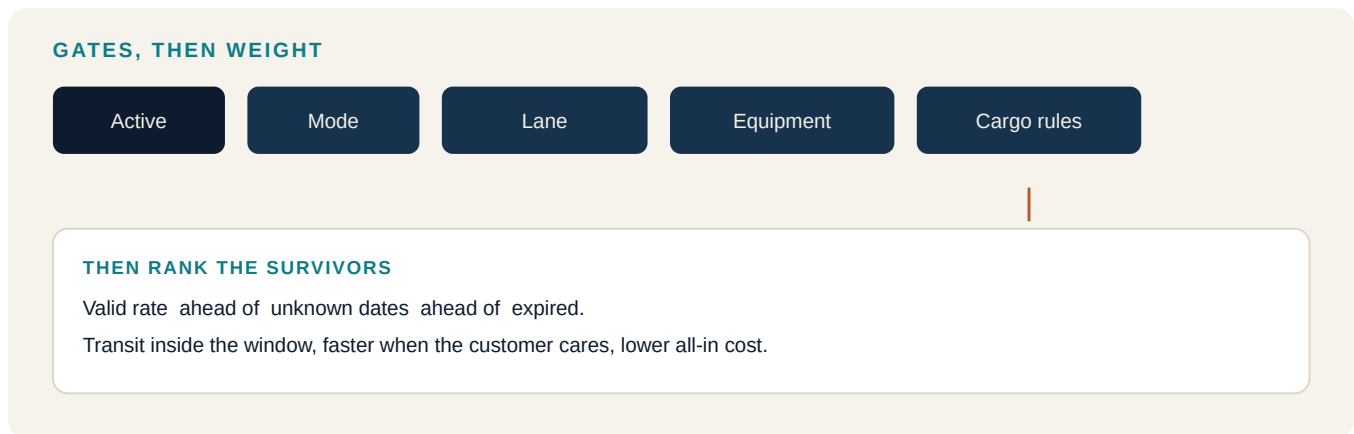


Figure 3. Fit is binary. Preference is weighted. The reasons travel with the candidate so a person can disagree in the open.

The same requirement is what Quote Copilot and the email pipeline use when they look up a contracted tariff. The screen and the agent do not keep two definitions of “who can carry this.” When nobody passes, the desk does not shrug. It opens the sourcing work: request a spot rate from a qualified carrier, or read a contract that has not been accepted yet, or — only as a lead, never as a contracted rate — search for carriers still to be verified.

UNDER THE HOOD

Eligibility is deterministic: status, mode, active lane locodes, equipment codes, hazardous flag. Ranking starts from a base score and applies validity, transit against `maxTransitDays`, and total cost. One best rate is kept per vendor. The canonical rate query is the same specification the user interface and the agent tools call.

06 THE WORKSPACE

Every screen has one job. The sidebar is the map of the company.

KaliQuote is organized the way an operations day is organized: the work in front of you, the supply behind the price, the customer relationship, and the view a lead uses to see whether the team is keeping up.

SCREEN	WHAT IT IS FOR
Home	The front door. A new teammate can see every workspace and start at Inbox, Construct, or Vendor sourcing.
Inbox	Every tracked email thread, colored by how long it has waited, queued by who owes the next move.
Thread	The mail, the reply, and the case: extracted facts, quote, decision, events, and the lane map.
Quote Copilot	The price lead's desk. Lane, buy rate, margin floor, and a draft, on one thread.
Source	The network. Construct a move, request buy rates, compare rates, keep the registry and the contracts.
Doc Intel	Turn a vendor PDF or spreadsheet into checked facts. Nothing is written until a person accepts.
KaliQ	Customer service. He walks an inquiry and a follow-up. He does not issue the official offer.
Customers	Shipper profiles built from the mail, with the tier that sets how fast the inbox expects a reply.
Overview	Live volume, what has been drafted, and what is still waiting on a person.
Settings	Who you are, team roles, look and time zone, response targets, and the pricing policy.
Guide	The floating colleague on every screen. Onboarding, troubleshooting, and one next step.

Home /

A landing, not the daily queue. It states the promise — see the lane, price it with proof — and offers three honest starts: open the inbox, construct a shipment you already understand, or go ask carriers for buy rates. Trust is stated up front: the email pipeline is live, quotes are policy-checked, and AI works with a person in the loop.

Inbox and the thread /inbox

The queue a broker lives in. Summary numbers show what is overdue, what is at risk, what follow-up is due, and how fast the team answered today. Tabs split the work: needs a reply, follow-up due, waiting on the customer or a vendor, snoozed, done. Color means waiting time, tuned per customer tier. Open a thread and the mail sits beside the case. Approve or reject from the decision tab. The map tab draws the lane when the places resolve.

Quote Copilot /quote-desk

Ask about the lane in ordinary language. The copilot already knows the thread when you arrive from a case. It compares contracted and requested buy rates, names the gaps, and drafts an offer. A missing buy rate stays missing. Web discovery can suggest carriers to verify. It never presents those leads as if they were on contract.

Source /sourcing

The supply side, in the order a person actually works it. **Construct** builds origin, destination, mode, and equipment, then shows coverage. **Vendor sourcing** reviews candidates, sends a rate request only after the draft looks right, and records who is qualified. **Rates** puts contracted and requested buy rates side by side. **Lanes** is the record of routes you can sell. **Registry** is the carriers and agents you buy from, each of them untrusted until someone confirms they are real. **Contracts** are the tariff files after Doc Intel has read them and a person has accepted the facts. **Integrations** are outside rate feeds. A feed that is down does not erase the contracted book.

Doc Intel /synthesizer

Upload a file, read the extraction against the page it came from, accept or reject, then apply. Low-confidence fields are meant to be checked, not waved through. Accepted facts become contacts, lanes, and rates the rest of the desk can use. The original file is kept.

Customers, Overview, Settings

Customers are enriched from the senders you already correspond with. Their tier drives the inbox clock. **Overview** is the lead's morning page: first-reply speed, breaches, the share of replies written by the assistant versus a person, follow-ups due, vendors who have gone quiet, and the oldest threads still waiting. **Settings** is where a person picks their name, an admin manages the roster, and the office chooses how the desk looks and how fast each tier should be answered.

07 THE INBOX

The mailbox consolidates the day, reminds the team, and gets the small steps out of the way.

A freight inbox fails in a familiar way. The important request sits under a tracking ping. The follow-up depends on memory. Two people answer the same shipper. Nobody can say, at 4 p.m., whether the team is late.

KaliQuote pulls tracked threads into one queue and sorts them by obligation, not by the order a mail client happens to show. Needs-reply is the default, oldest first. Threads waiting on a customer or a vendor are set aside so they do not shout. Snooze hides noise until it matters. Assign puts a name on the work. Mark done when no further reply is owed. Those are the basic steps, and the desk does them without making a price lead re-decide the world each time.

Color is a clock. Amber and red follow the response targets an admin sets for each customer tier — VIP, Preferred, Standard, Spot — so a strategic account does not wait on the same timer as a one-off spot inquiry. The chip beside a row says what kind of mail it is, in ordinary words: quote request, customer reply, shipment follow-up, vendor update. Another mark shows whether the last outbound word was written by a teammate or by the assistant.

Reminders are part of the sweep, not a separate product someone has to remember to open. On a steady cadence the desk expires snoozes, records when a response target is breached, and raises a follow-up when a thread has gone quiet past the window you configured. A follow-up note can go to the customer or toward the vendor conversation. If the sender has opted out, the note does not go. Inside the team,

Overview and the queue itself are the staff reminder: here is what is pending, here is who owns it, here is how long it has waited.

WHAT THE TEAM STOPS DOING

The swivel

Hunting Sent for “did we reply,” pasting a lane into a sheet to remember it, and asking a colleague which threads are theirs. The thread already knows.

WHAT THE TEAM KEEPS DOING

The judgment

Whether the extraction is fair. Whether the margin is one you will defend. Whether this shipper gets a call instead of another email. That work is the job.

UNDER THE HOOD

Inbox timing, thread type, and message authors live in Postgres. A Worker cron runs every fifteen minutes: snooze expiry, one-time breach and follow-up events, and a catch-up on the Sent folder so a reply made in Gmail is still credited. Targets are stored per tier and applied immediately. Roles gate the actions: a Viewer reads, a Responder replies and triages, an Admin also manages the team and the policy.

08 PRICING, SUPPLY, AND DOCUMENTS

The sourcing engine is how you spot-check, negotiate, and keep a contract.

A price is only as good as the buy rate under it. KaliQuote treats sourcing as a versatile tool you can open for one lane this afternoon, or as the system of record for the tariffs you intend to sell all quarter.

Spot check

Construct the move. The map and the match tell you who already covers it. If the book is empty, Vendor sourcing drafts a rate request. You read the draft. You send it. The reply can be captured as a vendor rate and becomes eligible for the next quote on that lane. Nothing in that loop requires a new integration project. It is email, with a record.

Negotiation

Rates sit side by side: who is valid, who is cheaper, who is faster, who failed a gate and why. Quote Copilot can talk through the comparison in the language of the account. The margin floor still applies when the sell price is formed. A lead you found on the open web stays labeled as unqualified until someone checks the motor carrier number, the lane fit, and the insurance. Negotiation happens between people. The desk’s job is to make the comparison honest.

Contracting

When a carrier sends a tariff, Doc Intel reads it. A person accepts the facts. Those facts land on the vendor as contacts, lanes, and rates, with the source file still one click away. The next customer request on that lane can match against the contract instead of starting from a blank page. Integrations can refresh a live feed later. The contracted book remains the thing you trust when a feed is quiet.

The full document cycle is both automatic and on demand. A file that arrives on a thread is stored with that customer and that inquiry. A file you upload in Doc Intel is read because you asked. In both cases the original is kept, and the registry changes only after a person says the reading is fair.

Save, search, and ask

Documents are not a side folder. An original is stored, a transcript is made, and the text is cut into passages and indexed. Later, anyone on the desk can ask in ordinary language and receive a cited answer: this file, this page, this vendor. Quote Copilot can use those passages when it explains a rate. The customer journey stays reconstructable: the inquiry that arrived, the file that justified the buy, the quote that was approved, the follow-up that went out.

That is document automation as a part of the platform, used two ways. As a module you open when a packet lands on your desk. And as a quiet intake when the packet lands in the mailbox. Generation of the customer-facing word — the clarification, the quote email, the follow-up note — is drafted from the same case, so the document you send and the document you filed tell one story.

UNDER THE HOOD

Originals go to object storage. Transcripts are chunked and embedded with Gemini embeddings, then searched as a hybrid of vector similarity and full-text search in Postgres, with filters for vendor, customer, or thread. The quote waterfall prefers a contracted database rate, then a captured spot rate, and otherwise returns rate-unavailable. Fuel, density, accessorials, and margin math stay in the quote engine. Confidence below the policy threshold, a thin margin, or a missing fact routes to human approval.

09 THE CUSTOMER, STILL IN THE ROOM

Memory of the journey, a service voice that does not quote, and a guide for the team.

A shipper does not experience your org chart. They experience whether someone is there. KaliQuote keeps the commercial offer and the service conversation in two chairs, on purpose.

The journey, kept

Customers are created from the mail you already receive. A profile carries the tier, and the tier carries the promise you made about speed. Threads stay tied to that profile, so account management does not need a second system to remember who this sender is. Documents stored against the customer, the thread, or the quote request are searchable. When someone asks what was agreed, the desk can answer from the file and the event log, not from a recollection.

Follow-up is the second half of the journey. Quiet customers and quiet vendors surface on a timer you set. The note that goes out is a service note. The sell price stays with the quote desk. Feedback from the customer returns as mail on the same thread, so the case grows instead of splitting.

KaliQ, the service desk

KaliQ is the customer-service lead inside KaliQuote. He can walk a new inquiry, explain where a shipment question stands, and keep a follow-up moving. He uses the same knowledge of the lane that the copilot uses. He does not approve a quote, and he does not send the official offer. That boundary is the product.

For the customer, the promise is access. A question does not have to wait until a price lead is free, and it does not have to be forced into a quoting conversation to be heard. For the company, the promise is safety. A service chat cannot become an accidental rate. One hundred percent of the service path stays open. One hundred percent of the commercial offer stays gated. Teams that want a public-facing conversation — a site widget, a shared address, a language the shipper already wrote in — start from this same split: KaliQ may talk; Quote Copilot and a person may price.

Guide, for the people inside

Guide is the other chat, and it never pretends to be KaliQ. It sits on the screen you are looking at. It explains that screen, walks a new teammate through the first day, and names the control to use when something is stuck. It cannot click, send mail, or change a rate. It will not invent a shipment number to sound helpful. Ask it “what should I open next?” and it answers from the page you are on.

The first-run path Guide teaches is the onboarding: pick your name in Settings so the desk knows who is acting, connect the mailbox, open Inbox, then Construct or Quote Copilot. Along the way the office sets the things that make the platform theirs — roles, response targets, appearance, the clock — so the features are not a catalog someone has to discover by accident. They are introduced in the order the work needs them.

KALIQ

Faces the customer

Inquiry, status, follow-up, and a clear refusal to be the quoting tool. Access without a rogue rate.

GUIDE

Faces the team

Onboarding, troubleshooting, and one practical next step on the screen in view. Help without pretending to operate the desk.

UNDER THE HOOD

KaliQ is a customer-service persona on the pricing-desk assistant, with tools for the case and an explicit ban on issuing the offer. Guide is a separate, page-aware prompt: the browser sends the path, the worker loads a written brief for that screen, and the reply is clipped short. Both are chats. They do not share a permission to send.

10 MAKING THE DESK YOURS

Onboarding is where the platform becomes this company's desk.

KaliQuote arrives with a strong opinion about the path of a quote, and with the controls a team needs to make that path fit their book of business.

The first week

Someone with admin rights builds the roster: names, and a role for each name. Viewers can learn the book without being able to send. Responders can reply, assign, snooze, and resolve. Admins can also edit response targets and manage the team. Each person picks their own name in Settings. Until they do, the desk will not let them reply. That feels strict on minute one and saves a week of “who sent this?”

Connect the mailbox. The inbox begins to fill. Guide stays available on every page for the questions a manual cannot time perfectly: why is this row red, why is there no rate, what do I open next. The onboarding is a conversation with the product, paced by the work, not a slide deck that expires.

What you can set

CONTROL	WHAT IT CHANGES
Team and roles	Who may read, who may act, who may change policy.
Response targets	How quickly each customer tier should hear back, and when a quiet thread is due for follow-up.
Operator identity	The name stamped on replies, assignments, and triage.
Appearance	Harbor, cyan on navy, or Ember, copper on charcoal. The same desk, the light your office prefers.
Clock	The time zone drawn on every page, from the computer's own zone to the offices you actually run.
Pricing policy	The margin floor Quote Copilot enforces. Visible in Settings, applied by the engine, not by a mood.
The rate book	Vendors, lanes, contracts, and the documents you choose to trust. This is the deepest customization, and it is your data.

Language

Freight mail does not arrive in one language. The reading and drafting layer is a multilingual model, so a request written in another language can be understood, and a reply can be drafted in the language the customer used. A person still approves the words when the policy says so. The workspace screens themselves are written in clear English, so a mixed team shares one operating language while the correspondence follows the shipper. The clock, the tiers, and the rate book are how a desk in Dubai, Singapore, Rotterdam, or Chicago makes the same product local without waiting for a second build.

If a workspace later wants the screens themselves translated, the product is already separated into a language layer that talks and a rules layer that does not care which language the paragraph arrived in. Translation belongs on the conversation. The gates, the weights, and the margin floor stay numeric.

Safeguards, said once more because they are the product

- Human approval when confidence is thin, the margin is under the floor, or a required fact is missing.
- Human acceptance before a document changes a carrier, a lane, or a rate.
- Human confirmation before a vendor rate request is sent.
- Role checks before a reply, an assignment, or a policy edit.
- An event log so the decision can be explained later.
- Opt-out respected on follow-up notes.

UNDER THE HOOD

Identity is the roster name chosen in the browser and checked against `team_members`. Capabilities are fixed by role. OAuth tokens for the mailbox are encrypted at rest. Workflow instance ids are tied to the request so a repeated webhook does not double-send. The policy threshold for unattended send is a confidence of 70, and even then the margin floor and the viability of the request still apply.

11 A DAY, AND THE REASON TO BUY

What changes when the desk is in use.

Picture a price lead, a carrier manager, and an operations lead sharing one Monday. None of them learn a new profession. Each of them stops doing a job the software can hold still.

WHO	MORNING TO AFTERNOON
Price lead	Overview shows what is late. Inbox opens the oldest request. The case already has the lane. Quote Copilot prices it from a real buy rate, or says the rate is missing. The lead approves, edits the words, and sends. Guide is there if a control is unfamiliar.
Carrier desk	A tariff arrives. Doc Intel reads it. The manager accepts the lanes that match the pages and rejects the ones that do not. Vendor sourcing covers a gap with a spot request. By Thursday that reply is a rate, not a rumor.
Operations lead	Response targets match the promises already made to VIP accounts. Follow-ups due are a list, not a memory. A question from a shipper can sit with KaliQ while the official number waits for the price lead. The event log answers “why did this wait?”
The shipper	They get a faster, plainer reply. They can ask a status question without being forced through a quote. They are followed up when the thread goes quiet. The number they receive is one a person was willing to sign.

Why a buyer should care

Point tools parse a PDF, or they search a rate, or they draft an email. KaliQuote is the path between those tools: the request, the place, the weighted match, the rule, the person, the file, and the follow-up. Switching costs are real because the rate book, the customer memory, and the audit trail accumulate in one place. The commercial argument is simple. Minutes returned to the price lead are minutes spent on the account. Quotes you can explain are quotes you can defend. A service chat that cannot invent a rate is a chat you can put in front of a customer.

The platform is ready for the customization that matters at onboarding: who may act, how fast you promised to answer, which carriers you trust, which documents you have accepted, which clock the office keeps, and which language the customer wrote in. The features are not locked behind a later edition. They are the desk, introduced in the order a new team can absorb them.

See the lane. Price it with proof.

KaliQuote keeps quote requests, buy rates, and the map in one place so a price lead can answer with proof — and so the customer, the file, and the follow-up are still there tomorrow morning.

This manual describes KaliQuote as built in the workspace: inbox operations, Quote Copilot, geocoded sourcing and weighted carrier match, Doc Intel with human acceptance, hybrid document search, KaliQ, Guide, team roles, and follow-up. It is an education for the team and an introduction for a buyer. Engineering references live beside it in the repository documentation.