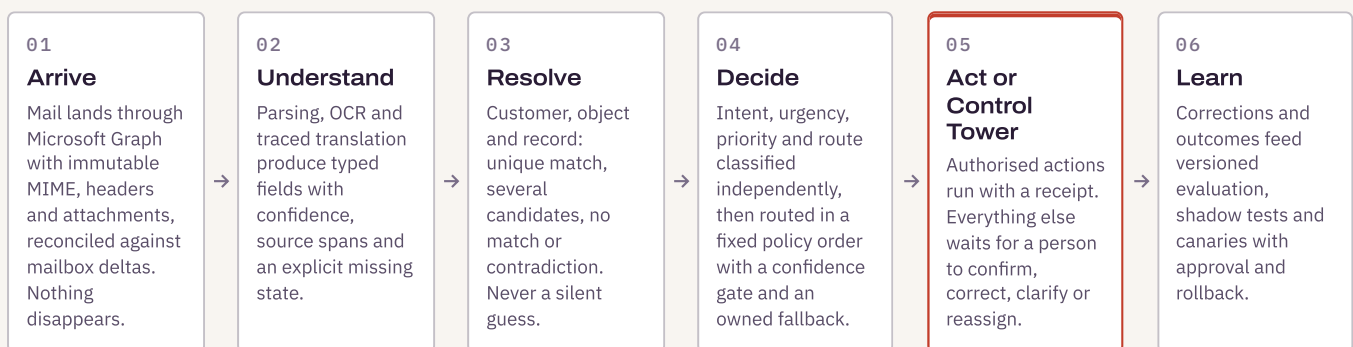


Every message gets a clear next move.

Service requests, sales enquiries, supplier invoices, complaints and applications all land in the same info@ mailbox. OneMail turns that stream into a governed control tower: it understands every request, shows its evidence and prepares the safest next action. Your operators decide. Dynamics 365 stays the system of record.

v0.0.62 · self-hosted, Kubernetes-based, one organisation per installation · Microsoft Graph intake · Dynamics 365 CE/FSM as record · proof-of-concept deployed · not yet production-qualified

01 — HOW ONEMAIL WORKS · SIX STAGES, ONE GOVERNED PIPELINE



AI proposes typed interpretations. Deterministic policy validates identity, routing, authorisation and every side effect. Nothing reaches a customer or Dynamics 365 without an authorised decision and a receipt.

02 — WHAT OPERATORS GET

- **One queue**, ranked by safety, breach status, priority, remaining business time and arrival.
- **One recommendation** beside the original message, with highlighted evidence, attachment provenance, identity candidates and the fields still missing.
- **A 60-business-minute decision clock** on the approved business calendars, with a reminder at 45.
- **Replies from approved templates** in the customer's own language.

03 — WHAT THE BUSINESS GETS

Nothing disappears.

Every message is registered, reconciled, preserved with its attachments and assigned an owner or an explicit fallback.

Automation stays controlled.

Five levels from Observe to Autonomous, set per category, action and region; a guardrail breach downgrades automatically.

Actions do not duplicate.

Deterministic action keys, an action ledger, connector idempotency and receipts protect downstream systems. A timeout is an unknown outcome, never a duplicate retry.

Learning stays governed.

Corrections feed versioned evaluation, shadow testing and rollback, never uncontrolled self-modification.

04 — BUILT FOR EUROPE

Thirteen catalogues

English, German, Dutch, French, Spanish, Italian, Portuguese, Polish, Arabic, Turkish, Malay, Japanese, Korean. English is approved; the other twelve remain draft until qualified review.

Accessible by baseline

WCAG 2.2 AA is the implementation baseline for critical journeys, Arabic right-to-left included as a first-class layout. Automated checks do not license a conformance claim; an audit does.

Per-country data cells

One organisation per installation, with one or more country cells. Cells are data-residency boundaries; each keeps working while another is down.

Business calendars

A versioned 60-business-minute decision clock on approved Swiss and cantonal calendars: reminder at 45 minutes, one escalation at 60.

05 — AUTOMATION LEVELS · SET PER CATEGORY, ACTION AND REGION

LEVEL	EXPERIENCE	REQUIRED CONTROL
L0 · Observe	Baseline and shadow evaluation only	No operational side effect
L1 · Suggest	Human confirms or corrects	Complete evidence and recommendation
L2 · One-click	Human executes a prepared action set	Typed payload and deterministic validation
L3 · Automatic with review	Qualified action runs automatically	Notification, reversal window, continuous monitoring
L4 · Autonomous	Narrow, proven action class operates unattended	Sampling audit, strict error budget, immediate downgrade

Any quality-guardrail breach automatically lowers the affected automation level. Which action class earns unattended operation first, and who approves it, is decided per deployment.

06 — THE DECISION CLOCK

60

BUSINESS MINUTES TO A DECISION

On every message, on approved business calendars. Reminder at 45, one escalation at 60. A customer-wait clock reminds after three business days and closes after ten.

07 — IDENTITY RESOLUTION · FOUR HONEST OUTCOMES

Unique match

One customer, object or record. The recommendation proceeds.

Several candidates

The operator chooses; nothing is merged on a guess.

No match

A prepared new record, created only on an authorised decision.

Contradiction

Sources disagree. Held for a person, with the evidence side by side.

08 — CONTROLS · DESIGNED AND PARTLY IMPLEMENTED, V0.0.62

CONTROL	DETAIL
Hosting	One organisation per installation, hosted by that organisation; Kubernetes-based; country data cells as residency boundaries; an air-gapped profile is designed.
Identity	Enterprise identity provider and SCIM provisioning; row-level security and fine-grained authorisation; default deny.
Decisions	AI proposes typed interpretations; deterministic policy validates identity, routing, authorisation and every side effect; automation levels L0–L4 per category, action and region; a guardrail breach downgrades automatically.
Evidence	Every recommendation carries confidence, highlighted source passages, attachment provenance, identity candidates, missing data and the rule and model versions used.
Actions	Deterministic action keys, an action ledger, connector idempotency, receipts and reconciliation prevent duplicate side effects; nothing reaches a customer or Dynamics 365 without an authorised decision and a receipt.
Audit	Append-only audit; prior decisions preserved as immutable events on re-evaluation.
Content safety	Links and attachments scanned; unsafe content quarantined; a self-hosted prompt-injection classifier.
Learning	Corrections feed versioned evaluation, shadow testing, canaries, approval, monitoring and rollback; no uncontrolled self-modification.

Status boundary: the owned-queue slice, decision clocks and the thirteen-locale design system are implemented; the end-to-end pipeline and Dynamics 365 connectors are the approved target, not yet production-qualified. The proof-of-concept deployment is not a customer reference. Demonstrations use sample data; nothing shown is a live mailbox.

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