

Memoir.ai — Marketing & Website Copy Pack

Version: 1.0

Status: Product & Market Documentation

Last Updated: YYYY-MM-DD

Homepage Messaging

Reconstruct your digital life into a searchable timeline.

Feature Highlights

Archive ingestion, AI summaries, timeline search, secure local storage.

Privacy Positioning

Your memories stay on your device.

AI Narrative Description

Snapshots transform event clusters into readable narratives.

FAQ Summary

Addresses ingestion, privacy, export, and ownership questions.

Calls to Action

Start building your timeline today.

Memoir.ai — Monitoring & Incident Response Guide (Expanded)

Document Version: 1.1

Status: Enterprise Operational Reference

Owner: Platform Architecture & Operations

Last Updated: YYYY-MM-DD

Monitoring Scope

Monitoring covers ingestion pipelines, worker health, vault integrity, and system performance.

Incident Detection

Automated alerts must trigger for ingestion failures and worker crashes.

Incident Workflow

Identify incident severity.

Isolate affected systems.

Restore ingestion pipelines or vault operations.

Recovery Procedures

Restart worker pipelines and validate ingestion checkpoint restoration.

Post-Incident Review

Document incident root cause and preventive measures.

Revision History

Expanded operational incident response procedures.

Memoir.ai — Monitoring & Incident Response Guide

Document Version: 1.0

Status: Engineering / Enterprise Reference

Last Updated: YYYY-MM-DD

Purpose

Provide incident detection and recovery procedures.

Monitoring Signals

Track database latency, worker stability, and storage health.

Alert Thresholds

Define thresholds triggering operator intervention.

Incident Workflow

Detect, isolate, remediate, and document incidents.

Recovery Procedures

Restore from backups and restart services safely.

Postmortem Practices

Document incidents and mitigation steps.

Revision History

Initial incident response reference release.

Memoir.ai — Onboarding & Support Documentation Pack

User Activation, Guidance, and Support Operations

Document Version: 1.0

Status: Operational Reference

Owner: Customer Experience & Support

Last Updated: YYYY-MM-DD

1. Purpose

This documentation pack defines onboarding flows, activation guidance, and customer support procedures for Memoir.ai. It ensures users can successfully install, configure, and operate the platform while support teams maintain consistent, privacy-safe assistance practices.

2. Scope

This pack covers:

- First-run onboarding experience
- Vault creation guidance
- First data import workflows
- Feature discovery sequences
- User education checkpoints
- Support escalation procedures

- Troubleshooting guidance
- Privacy-safe support practices

Internal engineering operations are excluded.

3. Onboarding Philosophy

Onboarding must:

- Build user confidence quickly.
- Reinforce privacy and ownership principles.
- Demonstrate value early.
- Reduce friction in importing data.
- Maintain calm, minimal guidance without overwhelming users.

The user must feel safe and in control throughout setup.

4. First Launch Experience

On first launch, the system must guide users through:

1. Welcome introduction
2. Privacy pledge confirmation
3. Vault creation
4. Initial import guidance

5. Feature orientation

The onboarding flow must be dismissible and resumable.

5. Vault Creation Guidance

Steps shown to users:

1. Choose vault location.
2. Create strong passphrase.
3. Confirm passphrase.
4. Complete vault initialization.

Warnings must clarify:

- Passphrase recovery is impossible.
- Data loss occurs if passphrase is lost.

6. First Import Guidance

Users are guided to import their first archive.

Support steps include:

- Selecting source type.
- Locating export files.

- Starting import.
- Viewing progress indicators.
- Confirming completion.

Large imports must communicate expected duration.

7. Feature Discovery Flow

After import, users should be guided to:

- Explore the timeline
- Use search functionality
- Generate first snapshot
- Review citation linking
- Edit or export narratives

Feature prompts should appear gradually and never block workflows.

8. Snapshot Education

Users must understand:

- Snapshots summarize history segments.
- Citations allow verification.

- Narratives remain editable.
- Versions are preserved.

Prompts encourage editing and regeneration exploration.

9. Ongoing Guidance Prompts

Contextual hints may appear when users:

- Complete imports
- Use search features
- Generate snapshots
- Access export features

Hints should disappear once used or dismissed.

10. Support Operations Principles

Support teams must:

- Respect user privacy.
- Never request vault passphrases.
- Avoid requesting raw vault content.
- Use sanitized diagnostics only.

User data ownership remains absolute.

11. Support Workflow

Standard support handling:

1. Collect issue description.
2. Request application version.
3. Request reproduction steps.
4. Review sanitized diagnostics.
5. Provide solution or workaround.
6. Escalate if unresolved.

12. Troubleshooting Reference

Common user issues:

Import slow or stalled:

- Confirm archive integrity.
- Verify system resources.

Vault fails to unlock:

- Confirm correct passphrase.

- Verify vault location.

Search slow:

- Wait for indexing completion.

AI snapshot inaccurate:

- Recommend regeneration or correction.

13. Escalation Process

Escalate issues when:

- Vault corruption occurs.
- Data import repeatedly fails.
- Snapshot generation crashes.
- Application fails to launch.

Escalations must include logs and reproduction steps.

14. Privacy-Safe Diagnostics

Allowed diagnostic data:

- App version

- OS version
- Error codes
- Performance metrics

Forbidden data collection:

- Messages
- Media files
- Contact names
- Private narratives

15. User Education Best Practices

Encourage users to:

- Export backups regularly.
- Store passphrase securely.
- Import archives periodically.
- Review generated narratives.

Education should empower users, not overwhelm them.

16. Support Communication Guidelines

Support messaging must:

- Be empathetic and clear.
- Avoid technical jargon.
- Provide actionable next steps.
- Avoid blame.

Communication tone should reassure users.

17. Documentation Maintenance

This pack must be updated when:

- New onboarding steps appear.
- Feature flows change.
- Support patterns evolve.
- Privacy safeguards are updated.

Regular review ensures alignment with product changes.

18. Conclusion

This onboarding and support documentation ensures users successfully activate Memoir.ai while maintaining strict privacy guarantees. Proper onboarding builds trust, and effective support sustains long-term user confidence.

Memoir.ai — Partner / Integration Guide

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API Integration Overview

Partners interact via local and sync APIs.

Authentication Flow

Vault unlock required for sensitive operations.

Integration Workflows

Import, snapshot generation, and export operations.

Webhook Usage

Billing and sync event integration patterns.

Memoir.ai — Product Overview Deck Outline

Version: 1.0

Status: Product & Market Documentation

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Problem Statement

Digital life is fragmented across platforms and difficult to search or reconstruct.

Product Vision

Memoir.ai unifies digital history into a searchable timeline with AI narrative support.

Platform Capabilities

Archive ingestion, timeline reconstruction, narrative snapshots, and privacy-first storage.

Architecture Overview

Local-first architecture with encrypted vault and background processing.

Security & Privacy

Encrypted local storage and user-controlled export and deletion.

Market Opportunity

Personal archives, enterprise knowledge recovery, and compliance record reconstruction.

Expansion Strategy

Future multi-device sync and collaborative archives.

Investment Narrative

Platform positioned as infrastructure for personal knowledge preservation.

Memoir.ai — QA & Test Strategy Manual (Expanded)

Document Version: 1.1

Status: Enterprise Operational Reference

Owner: Platform Architecture & Operations

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Testing Objectives

Ensure ingestion correctness, search performance, and narrative generation stability.

Test Layers

Unit tests validate schema transformations.

Integration tests validate ingestion pipelines.

End-to-end tests validate user flows.

Performance Testing

Measure ingestion throughput and search latency under load.

Acceptance Criteria

All ingestion tasks must complete without data loss.

Revision History

Expanded testing strategy definitions.

Memoir.ai — QA & Test Strategy Manual

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Purpose

Define testing methodology across product components.

Scope

Unit, integration, system, and regression testing.

Testing Layers

Backend validation, ingestion testing, search accuracy, AI output checks.

Performance Testing

Validate ingestion speed and search latency targets.

Automation Strategy

Use automated pipelines for regression detection.

Acceptance Criteria

Ensure functional correctness before releases.

Revision History

Initial QA strategy reference release.

Memoir.ai — Release Management Handbook (Expanded)

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Release Lifecycle

All releases progress through development, staging, and production validation.

Release Gates

Require QA validation, ingestion success, and performance verification.

Rollback Procedures

Maintain downgrade packages and schema compatibility checks.

Post-Release Monitoring

Monitor ingestion stability and worker health.

Revision History

Expanded release governance processes.

Memoir.ai — Release Management Handbook

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Purpose

Standardize release lifecycle management.

Release Lifecycle

Development, validation, staging, and production deployment.

Release Gates

Require test pass, performance checks, and security review.

Rollback Procedures

Define downgrade steps and compatibility checks.

Versioning Strategy

Maintain semantic versioning and migration compatibility.

Post-Release Monitoring

Validate stability after deployment.

Revision History

Initial release handbook.