**What is ClubOS Lite?**

ClubOS Lite is a **streamlined task management and routing system** specifically designed for golf/automated facility operations. It's the "lightweight" version of a larger ClubOS system.

**Core Purpose:**

To help facility owners and staff quickly get answers and solutions to operational issues without navigating complex systems or waiting for human responses from a database of real issues and fixes based on thousands of customer interactions.

**Real-World Problem It Solves:**

**Imagine you own a golf facility and:**

* **6:30 AM**: "The TrackMan in Bay 3 is frozen!"
* **10:15 AM**: "Customer can't access the building"
* **2:45 PM**: "Power outage in the Bedford location"
* **5:30 PM**: "Customer is requesting to cancel a booking"

**Instead of:**

* Calling multiple people
* Searching through manuals or online databases
* Waiting for tech support from “business”
* Guessing at procedures or leaving the customer to figure it out.

**ClubOS Lite provides:**

* Instant, intelligent routing to the right solution
* Step-by-step guidance
* 24/7 availability
* Consistent, updated responses
* If no clear solution, there is an option to send the question to the Clubhouse Slack channel.

**The "Lite" Advantage:**

**Full ClubOS** adds:

* Ticket System
* Learning Modules (New information feeds in, new solutions created)
* Ai actions like auto return or auto book. Auto reset Trackman system possible.
* Google drive search access (manual vs Ai powered search)

**ClubOS Lite**:

* Single-purpose tool
* Works on any device
* No training needed
* Instant access to fixes

**Key Innovation:**

The **Smart Routing** automatically detects what type of help is needed:

"TrackMan frozen" → Technical Support AI

"Booking problem" → Booking System AI

"Power out" → Emergency Protocol AI

"Angry customer" → Response Tone AI

**Business Value:**

1. **Faster Resolution** - 30 seconds vs 30 minutes
2. **Consistent Service** - Same quality answer every time
3. **24/7 Coverage** - Works when managers aren't available
4. **Reduced Training** - New staff get expert guidance
5. **Scalability** - Works across multiple locations
6. **Human Backup** – Slack ping when answers are not relevant or clear

**Use Case Example:**

**Without ClubOS Lite:**

* Staff member or customer finds frozen TrackMan
* Calls manager (no answer)
* Tries random fixes
* Customer waits 30 minutes
* Lost revenue + unhappy customer + Return

**With ClubOS Lite:**

* Types: "TrackMan frozen Bay 3"
* Gets immediate response:
  1. "Access Bay 3 via Splashtop"
  2. "Close TrackMan application"
  3. "Clear cache and restart"
* Fixed in 2 minutes

**Why "Lite" Matters:**

It's not trying to be everything - it's focused on being the **fastest path to solutions** for common golf facility problems. Think of it as the "Swiss Army knife" for golf operations - small, efficient, always ready.

**Bottom line:** ClubOS Lite turns every employee into an expert by giving them instant access to the right procedures, protocols, and solutions. You do need to be available though.

ClubOS removes the employee. And only routes to a human when an answer is below 80% confidence.