**📦**

**Claude Breakdown: Chunk 2 — Message Flow, Thread State, and Escalation Logic**

**✅ Scope**

Define how ClubOS V2 handles incoming customer messages, classifies intent, routes to actions, and escalates if required. Establish internal thread state tracking and escalation decision logic.

**🔁 Cross-Referenced Corrections**

| **Early Plan** | **Final Decision** |
| --- | --- |
| Static message parsing | ✅ Message flow is live-classified + context-aware |
| No thread states | ✅ Threads are assigned status with intent + state |
| Human-only escalation | ✅ AI escalates based on configured failure thresholds |

**🔧 Dependencies**

* OperatorGPT must:
  + Receive message input
  + Access booking + system state (NinjaOne, DB)
  + Maintain message → thread linkage
* Escalation paths configured per category
* Optional: Slack fallback for human escalation

**📋 Tasks**

**[2.1] Message Flow Routing**

* Incoming messages are processed in real time
* Each message is classified by intent:

{

"intent": "tech\_issue",

"sub\_intent": "trackman\_freeze",

"confidence": 0.93

}

* Matched to SOPs via vector search or tag
* Booking + bay context is attached

**[2.2] Define Thread Status Enum**

Every customer thread stores a live status:

"awaiting\_response" |

"ai\_resolved" |

"escalated" |

"in\_progress" |

"resolved" |

"manual\_override"

LLM uses status + last action to decide next step.

**[2.3] Escalation Trigger Logic**

Escalation is triggered when:

* autonomy = false for category
* Or SOP fails (e.g. reset unsuccessful and no fallback allowed)
* Or customer replies with negative sentiment (e.g. “still not working”)
* Or AI confidence falls below minimum threshold

Escalation triggers:

* Slack alert (if enabled)
* Thread moves to "escalated"
* Operator gets inline summary of what was attempted

**[2.4] AI Retry Behavior**

Controlled via per-action config:

{

"category": "tech",

"max\_fallbacks": 1,

"retry\_delay": 2,

"await\_customer\_feedback": true

}

Retry logic always waits for:

* Booking data
* Customer reply
* System status confirmation

**✅ Expected Behavior**

* Every customer message is routed through a thread with tracked status
* AI attempts 1–2 known resolutions (if allowed), then escalates
* Threads are not freeform chats — they follow intent → action → feedback → status
* Operators can view thread state, actions taken, and escalation history

proceed to **Chunk 3: Action Execution, System State, and Outcome Logging.**