**Claude Breakdown: Chunk 5 — Knowledge Upload, Feedback Dashboard, and Learning Controls**

**✅ Scope**

Define how operators add, modify, or validate new knowledge in ClubOS. Covers the **Knowledge Upload** interface, Claude-assisted SOP ingestion, tagging of high-quality interactions, and mechanisms for flagging or reinforcing learning.

**🔁 Cross-Referenced Corrections**

| **Early Plan** | **Final Decision** |
| --- | --- |
| Manual SOP updates only | ✅ AI-assisted upload + Claude categorization |
| No tagging of message quality | ✅ Operators can “star” high-quality interactions |
| Learning from all messages | ✅ Learning restricted to admin accounts + tagged threads |

**🔧 Dependencies**

* Claude SOP parser tool (reads input → structured format)
* Feedback dashboard UI (in Admin panel)
* Access to SOP DB and Message Log store
* Role-based permission control

**📋 Tasks**

**[5.1] Knowledge Upload Flow**

Operators can:

* Paste freeform rule logic (e.g. “Refund allowed if >10min before session”)
* Upload a document or SOP file
* Select optional category and metadata

Claude does:

* Categorization
* Conflict detection
* Structure generation
* Drafts sop.json format and sends to review queue

UI presents:

* Claude’s suggested SOP summary
* Source (freeform / file / upload)
* Auto-assigned category + fallback
* Accept / Edit / Reject

**[5.2] Feedback Dashboard**

UI interface shows:

* Auto-detected candidate rules (from message logs)
* Flagged ambiguous threads
* Duplicate SOPs
* Pending Claude merges
* History of all past updates (sortable/filterable)

Operators can:

* Approve Claude suggestions
* Manually edit draft SOPs
* Re-tag past logs
* Archive old or unused logic

**[5.3] Tagging High-Quality Interactions**

Operators can mark:

* Specific threads as “📌 Use for future learning”
* Individual replies as “✅ Good phrasing”
* Claude-proposed new rules as “🧠 Canonical”

These create feedback signals:

{

"type": "learning\_signal",

"source": "message",

"by": "admin\_mike",

"linked\_sop": "booking-022",

"confidence\_boost": 0.15

}

**[5.4] Learning Access Controls**

* Only approved roles can create learning tags
* Default: admin and supervisor accounts
* Role config:

{

"role": "tech",

"can\_tag\_learning": false,

"can\_upload\_knowledge": true

}

AI learns only from:

* Approved tagged threads
* Claude-reviewed logic
* Operator-marked canonical flows

**✅ Expected Behavior**

* SOP ingestion is clean, human-guided, and structured
* Claude acts as a logic processor — not as an auto-updater
* Operators curate what gets learned from and what doesn’t
* Feedback dashboard is the central place for improving logic

proceed to **Chunk 6: Logging, Audit Trails, and Change History**