**Claude Breakdown: Chunk 9 — Notification Routing, Slack Escalation, and Role-Based Alerting**

**✅ Scope**

Define how ClubOS V2 handles notifications, including Slack escalations, high-priority message routing, and per-operator alert controls. Ensures signal is scoped, timely, and role-relevant — preventing alert fatigue and enabling response clarity.

**🔁 Cross-Referenced Corrections**

| **Early Plan** | **Final Decision** |
| --- | --- |
| All escalations sent manually | ✅ AI triggers Slack escalation automatically, based on rules |
| Single Slack feed | ✅ Per-role or per-user Slack channel assignment |
| All users notified equally | ✅ Notification scope defined by operator role and location group |

**🔧 Dependencies**

* Slack App + Webhook integration
* Notification logic layer in backend (role-aware)
* Thread metadata + escalation reason included in payload

**📋 Tasks**

**[9.1] Escalation Trigger Routing**

AI triggers Slack notification when:

* Action fails (e.g. reset did not resolve issue)
* Confidence score below configured threshold
* Message tagged as human\_required
* System anomaly detected (e.g. all PCs offline at once)

Slack message format:

{

"channel": "#mike-alerts",

"text": "Escalation: Bay 2 TrackMan not responding after reset",

"thread\_id": "msg-9123",

"location": "Bedford",

"customer": "John D.",

"trigger": "AI reset failed",

"link": "https://clubos.app/thread/msg-9123"

}

**[9.2] Role-Scoped Slack Channels**

Each operator or group is subscribed to relevant alerts only:

{

"user": "mike",

"location\_scope": ["Bedford", "Dartmouth"],

"alert\_types": ["tech", "access", "emergency"],

"channel": "#mike-alerts"

}

Keeps irrelevant threads out of inbox and aligns to operator ownership

**[9.3] Alert Preferences + Controls**

Operators can configure alert scope:

* Channel (shared or personal)
* What categories they want:
  + only escalated
  + new customer messages
  + system anomalies
* Alert frequency:
  + immediate
  + daily digest
  + grouped by thread

Example config:

{

"alert\_frequency": "grouped",

"notify\_on": ["escalation", "new message", "offline detection"],

"channel": "#tech-support"

}

**[9.4] AI + Slack Interplay**

When AI escalates to Slack:

* It **stops responding** in-thread
* Thread status set to escalated
* Slack alert includes:
  + Summary of actions attempted
  + Proposed next steps
  + Whether customer is still waiting

If human responds in Slack and resolves, Claude:

* Updates thread to resolved\_by\_human
* Logs resolution path
* Tags outcome quality if approved

**[9.5] Daily Summary / Digest (Optional)**

Optional feature:

* Daily Slack digest of:
  + Unresolved escalations
  + High-signal failures
  + SOPs triggered more than 5x
* Posted to #daily-clubhouse-digest or emailed

**✅ Expected Behavior**

* Only the right people are alerted, at the right time
* Slack alerts are traceable, actionable, and scoped
* Escalated threads pause AI activity until a human responds
* Claude learns only from resolved + tagged escalations

**Chunk 10: Learning Governance, Category Merging, and SOP Evolution**