**OPS-17 — Admin & Support Tooling (Resolve Without Engineering)**

**Intent**  
Give support safe tools to fix common issues: replays, redrives, bulk re-screens, job cancel, read-only impersonation.

**Preconditions**

* Scoped support role, read-only impersonation guard, audit logging.

**Flow**

1. **Impersonate (read-only)**: view tenant’s UI safely; all actions blocked.
2. **Job control**: redrive DLQ events, replay webhooks, cancel stuck bulk jobs; each action reason-coded.
3. **Re-screen tools**: bulk rescreen by segment/tenant; throttle controls.
4. **Evidence fetch**: fetch Proof Bundles by id quickly for audits.
5. **Audit**: every support action notarized (who/when/why).

**Edge cases**

* Escalation needed → open engineering ticket with attached logs & context.
* Multi-tenant confusion → hard tenant scoping required for every action.

**Done when**

* Top 10 support cases resolvable without engineering; support actions fully auditable.