

SukoonAI RAP — Runbook

Smoke: crisis <5s (POST /say crisis fixture) → escalation webhook hit.

Voice: warm STT/TTS; measure P50/P95; verify Urdu/EN/Roman-Urdu intelligibility.

Grounding: run gold-set eval; check Recall@K and ABSTAIN samples.

License: audit corpus; quarantine any missing-license items; freeze manifest.

Cost: run cost_eval; confirm Free/Standard/Premium fits as above.

Go/No-Go: demo live (crisis, ABSTAIN, cited answer); enable ICP handoff.