Customer Follow-up Findings Memo

Fictional worked example by Vyxora Editorial. Prepared November 17, 2026. This is a practical comparison exercise, not a customer study or evidence of market demand.

Question and records

What information do people need when returning to work discussed in a client call?

Reviewed P01 Maya, independent consultant, November 3; P02 Arun, studio delivery lead, November 4; P03 Lena, operations coordinator, November 5. All participants, sessions, and quotations are fictional. Three examples cannot establish population prevalence.

Finding 1 - Dates need their conditions

Maya checks the conditions around dates on new projects. Arun describes a conditional deadline being read as a promise when the condition disappears. Sources: P01.3-P01.4 and P02.5.

Qualification: Maya's ten-minute follow-up describes one familiar weekly check-in, not every client call. Lena was not asked directly about date conditions; her silence on that point is not agreement or disagreement. Sources: P01.2-P01.3; P03.

Interpretation: A follow-up draft should preserve any recorded dependency beside its date. This is an analyst recommendation from the exercise, not a measured product requirement across a market.

Finding 2 - Proposed ownership needs confirmation

Arun describes a recap that did not confirm who had accepted an action. He qualifies his initial automatic-assignment request: mention alone should not assign responsibility. Lena also asks for accepted ownership in external handoffs. Sources: P02.2-P02.4 and P03.4.

Qualification: Lena's existing internal task board works for weekly internal meetings; she explicitly separates those from partner handoffs. Maya uses a personal list and did not describe problems confirming who accepted shared work. Sources: P03.2 and P03.5; P01.4.

Interpretation: Test a confirmation step for shared external actions before assuming automatic assignment is wanted.

What this comparison does not establish

It does not establish how common these problems are, whether people would pay for a tool, or whether a generated summary solves them. It does not support replacing Lena's working internal board. A task or preference not discussed should remain "not asked" or "not recorded."

Next research questions

Ask Maya to show how she resolves a conditional date on a new project. Ask Arun to demonstrate how proposed ownership becomes accepted ownership. Ask Lena to compare one internal meeting with one partner handoff. These are proposed follow-ups, not scheduled sessions or participant commitments.

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