



BuiltAI



Pack 06 / 09 · The Dispatch Desk™

THE DISPATCH DESK™ ● STAGE 03 · THE BRIEF

The Brief™

Dispatch-Ready Ticket Production

Everything the engineer needs — in one ticket. Asset history, previous calls, parts records, access notes, RAMS reference, site rules, contact details. No second calls back to the helpdesk.

CLIENT

Aldgate Borough Council · 42 sites

CONTRACT

NEC4 TSC · £2.4m/year

PERIOD

Month 18 · May 2026



WHAT THE BRIEF BUILDS

From Helpdesk Ticket to Engineer-Ready Brief

The Bell captures the caller's report. The Triage assigns the priority. The Brief transforms both into a single, actionable document the engineer can work from without calling back. It pulls asset history, surfaces RAMS references, adds access instructions, and attaches the SLA clock so the engineer knows exactly how much time they have.

Before The Brief, engineers called back the helpdesk on 38% of tickets for missing information — access codes, asset history, RAMS references, contact details. With The Brief, the callback rate has dropped to 6%.

SLA Clock

Response and fix deadlines visible at the top of every brief

Asset History

Previous calls, repairs and costs on the same asset — surfaced automatically

RAMS Reference

Task-type matched RAMS pulled from the library and attached

Parts Forecast

Likely parts identified from fault category — van stock checked

TKT-2026-03847 — ENGINEER BRIEF

Library Roof Leak — What the Engineer Receives

This is the complete brief produced for D. Okonkwo — every field the engineer needs, in one document, ready before they leave the previous job.

TKT-2026-03847 **Engineer Brief — Roof Leak, Aldgate Central Library**

PRIORITY

P2 URGENT — Respond by 13:14 · Fix by 17:14 · SLA clock running since 09:14

SITE

Aldgate Central Library, 14 Corporation Street, M4 2FB. Site ref: ALD-LIB-001. **Grade II listed building — no external roof modifications without listed building consent.**

CONTACT

Karen Whitfield (Branch Librarian) — on site all day. Direct: 0161 438 2201. Caretaker (roof access key): Jim Doyle — 07700 412 883. **Call caretaker 15 mins before arrival — he needs to meet you at the plant room door.**

ACCESS

Main entrance on Corporation Street — ask for Karen at reception. Roof access via internal ladder in plant room (2nd floor, rear corridor). Key held by Jim Doyle. No scaffold required for inspection. Building open 09:00–18:00 Mon–Sat. No parking on site — nearest is NCP Arndale (5 min walk). Loading bay available for unloading only (speak to Karen).

FAULT

Active roof leak — first floor reference section, northeast corner. Water ingress through ceiling, 2 saturated ceiling tiles (1 partially collapsed), water pooling on carpet (~50mm depth over approximately 2m²). Water tracking down interior wall toward southeast corner.

WATER NEAR ELECTRICAL — wall socket + reading lamp within 1.5m of pooling water. Lamp isolated by staff. Socket not submerged.

ASSET HISTORY

Repeat fault — 3rd call in 7 months on this roof section.

TKT-2025-01204 (14 Oct 25): Minor leak, NE corner. Temporary felt patch applied externally. Cost: £120. Engineer: S. Ahmed.

TKT-2025-02891 (22 Jan 26): Leak recurrence after heavy rain. Silicone sealant to lead flashing lap joint. Cost: £85. Engineer: D. Okonkwo.

Instruction: assess for permanent repair (full flashing replacement), not another temporary fix. If full replacement needed, photograph flashing condition for works order and listed building consent application.

RAMS

Working at height — refer to RAMS-WH-004 (roof access, ladder use, edge protection assessment). Wet conditions — slip hazard protocol RAMS-GR-012. If asbestos-containing materials suspected in ceiling void, **STOP WORK immediately and report to helpdesk**. Do not disturb any lagging, insulation boards or textured coatings without clearance.

PARTS (LIKELY)

From van stock: temporary weatherproofing (tarpaulin or flashing tape for immediate fix), replacement ceiling tiles (600x600 mineral fibre, Armstrong Cortega or equiv, 2–3 tiles), silicone sealant. If full flashing repair needed: **do not commence — raise follow-up WO**. Lead replacement on a listed building requires consent and specialist labour.

PHOTOS REQUIRED

Before: roof exterior at leak point, valley gutter condition (close-up of flashing), internal ceiling damage extent, water pooling, electrical proximity. After: temporary repair applied, new ceiling tiles, wall socket inspection confirmation. **Minimum 6 photos — upload to ticket before departing site.**

SITE RULES

Public library — work area must be screened from public. No power tools during opening hours without prior agreement. All materials stored in plant room, not in public areas. Sign in/out at reception. Dust sheets mandatory — heritage flooring. Wear overshoes in carpeted areas.

BRIEF QUALITY METRICS — MAY 2026

180 Briefs Produced — 94% First-Time Complete

The Brief's value is measured by one thing: does the engineer have everything they need to complete the job without calling back?

180

BRIEFS PRODUCED

94%

FIRST-TIME COMPLETE

2.4

AVG MINS TO PRODUCE

6%

CALLBACK RATE

Before vs After: Pre-Brief callback rate was 38% (engineers calling helpdesk for missing access codes, contact details, asset history). Post-Brief callback rate: 6%. That's 11 callbacks avoided this month, saving

approximately 22 minutes of helpdesk time per callback — 242 minutes (4 hours) of helpdesk capacity recovered.

Most common callback reasons (remaining 6%): Keyholder not answering phone (3 calls), unexpected second fault found on site (4 calls), parts not in van stock despite forecast (2 calls), access route blocked by construction on adjacent site (2 calls).

STAGE 03 GATE — THE BRIEF

Brief Complete. Engineer Has Everything.

- ✓ SLA clock and targets visible on the brief
- ✓ Site address, access instructions and contact details confirmed
- ✓ Asset history pulled — repeat call pattern flagged
- ✓ RAMS reference attached for the task type
- ✓ Safety flags carried through from The Bell and The Triage
- ✓ Likely parts identified — van stock checked
- ✓ Photo requirements specified
- ✓ Site rules and restrictions attached

Handover to Stage 04 — The Roll™: TKT-03847 brief complete. Nearest available engineer with roofing competency: D. Okonkwo (van 14, currently completing P3 at Westfield CC — ETA available 10:45). Dispatch decision to operator.

180 briefs. 94% first-time complete. 6% callback rate.

The engineer gets one document. Everything they need is in it. No second calls. No missing access codes. No surprise safety flags on arrival. The Brief is the difference between a first-visit fix and a wasted journey.

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