

REPRESENTATIVE SAMPLE DELIVERABLE

Custom Workflow App Sample

An AI-enabled operations workbench for approvals, queue management, exception handling, and leadership visibility — built by MVP.dev.

📄 This deck is a representative sample of a deliverable. No client-confidential data is included.



THE PROBLEM

How Workflow Breaks Down at Scale

Operations teams outgrow their tools. What begins as a manageable process becomes a tangle of inboxes, spreadsheets, and manual handoffs — with no single source of truth.

Fragmented Intake

Requests arrive via email, Slack, and forms — with no unified queue or priority signal.

Manual Triage

Reviewers sort and assign work by hand, creating bottlenecks and inconsistent routing.

Exceptions in Inboxes

Edge cases get handled in threads and spreadsheets — invisible to leadership and audit.

No Queue Visibility

SLA risk is invisible until it's too late. Ops leads lack real-time queue state or aging data.

Proposed Application Structure

Five integrated layers — from intake to reporting — replace the fragmented tool stack with a single, auditable workbench.

1

Intake Queue

Unified submission layer with structured fields and auto-routing rules.

2

Review Workspace

Contextual detail view for each request, with inline actions and notes.

3

AI Assist Layer

Automated summaries, risk flags, and approval recommendations surfaced in context.

4

Decision Log

Timestamped record of every action, reviewer, and rationale — always searchable.

5

Reporting Layer

Live dashboards for queue health, SLA performance, and decision trends.

What Operators Actually See



Queue Dashboard

At-a-glance view of all active requests — sortable by age, priority, and SLA risk. Color-coded status badges surface what needs attention now.



Request Detail View

Full context for each item — submitter info, attached documents, history, and inline approve / reject / escalate actions. No tab-switching required.



AI Summary & Recommendation

The AI layer extracts key signals, surfaces policy matches, and generates a plain-language recommendation — reviewers confirm or override with one click.



Exception & Escalation View

Edge cases are captured in-app, not in email. Each exception is assigned, tracked, and resolved with a clear audit trail visible to leadership.

Built for Accountability at Every Layer

Enterprise-grade controls are built into the workflow — not bolted on after the fact.



Role-Based Permissions

Reviewers, approvers, and admins operate within defined access scopes. No action is available outside a user's assigned role.



Human Review Points

AI recommendations require explicit human confirmation. High-value or flagged items trigger mandatory secondary review before any decision is logged.



Audit Trail

Every view, action, and override is timestamped and attributed. Immutable logs support compliance reviews, disputes, and reporting requirements.



Escalation Handling

Escalation paths are configured by rule — by item type, value threshold, or reviewer inactivity — ensuring nothing ages out silently.

What Changes When This Ships

↓...

Fewer Tool Handoffs

Intake, review, AI assist, and logging handled in one workbench.

2×

Faster Review Cycles

AI summaries and pre-populated context cut per-item review time significantly.

100%

Decisions Logged

Every approval, rejection, and escalation captured with full attribution.

Live

Queue Visibility

SLA risk and queue health visible to leadership in real time — not in a weekly report.



Ready to see this applied to your workflow? MVP.dev builds production-ready operations tooling in weeks. This deck is a sample of what we ship.