Pallet Desk (Pallet Labs) overview

Vendor: Pallet Labs, Inc. **Product:** Pallet Desk (staff inbox assistant) **Model backend:** CedarLM, operated by Cedar Foundry (not Harborline)

Pallet Desk is SaaS. Harborline does not host the model. Pallet's marketing site says "human in the loop by design" and "enterprise-ready AI for customer operations."

Pallet performs **generic helpfulness** evaluations. They do not publish Harborline-specific accuracy by message category. They do not publish care-navigation leakage tests.

Harborline has **limited visibility** into CedarLM training data. Pallet's DPA (not reproduced here) is in Legal's file. This project is **not** a second SOC 2 packet and not a NovaBridge-style vendor go/no-go.

A vendor can be acceptable while a particular **use** of its AI is not. A use can be acceptable under constraints even when model-provider assurance is incomplete.