Workflow / data-flow (Engineering sketch)

Author: Jordan Ellis, with IT notes from Aisha Rahman **As of:** 2027-09-16 **Status:** incomplete. Boxes marked confirm with Pallet are not closed.

```
Member email / portal message
  → Harborline ticket (Member Services)
  → Pallet Desk tenant
       → CedarLM API (Cedar Foundry)   [confirm subprocessors]
  → outputs written back on the ticket:
       summary, category, priority suggestion, draft reply
  → staff queue (priority suggestion currently influences sort order)
  → staff send / edit / discard
```

Pallet Desk holds prompts, outputs, and ticket snippets for a retention period **confirm in tenant-config**. Staff with Pallet seats can open transcripts. Export-to-CSV exists; who used it is **not logged in Harborline's SIEM today**.

Model version is whatever Pallet points at. Harborline does not pin CedarLM. Pallet says they notify customers of material model changes. Last notice Engineering saw arrived **after** staff reported drafts sounding "different" in August.

Confirm with Pallet: whether file-attachment bytes can be included in the model payload from the UI.