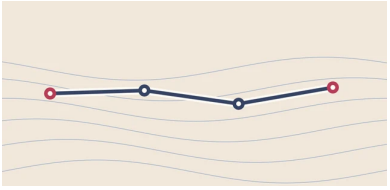
Manual fallback design



We document the manual alternative and recovery checklist for one business-critical workflow.

Who it helps

Operations and systems owners

The problem to solve

A business-critical automation is harder to recover when staff do not know which work can be completed manually.

Working through the brief

1. **Identify the critical workflow and failure conditions**

   Gather the agreed inputs. Workflow configuration, sample run history and access to an approved test space.

2. **Document authorised manual steps**

   Track “Fallback trigger” and “Manual step” together so the reviewer can connect the source information to the result.

3. **Write the recovery checks**

   Use the fallback to keep approved work moving and check what needs reconciling when the automation returns.

4. **Check the scope at handover**

   Platform, AI usage and connector subscriptions are separate.

Worked example

If an integration pauses, identify the manual queue, the operator and the check that prevents double processing when it resumes.

Read the service scope / AUT-022

Sparkle Solutions Group Ltd.

info@sparklesolgroup.com +44 20 3307 6468 sparklesolgroup.com

71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom