

How Gradia works

A real workflow becomes
a test you can inspect

For the people who own the work
and the teams building the agent.

The question begins with the job

Can this agent qualify an opportunity and complete the approved handoff?

The workflow owner supplies the real rules. Gradia makes the evidence, decisions and test conditions inspectable.

The starting point can be work or an agent

Starting point	What Gradia uses	First useful output
An agent already runs	Guard records covered activity	Verifiable evidence and coverage gaps
People perform the work	Observer captures selected sources	A reviewable case history
The workflow is described	Interview and structured authoring	A specification to review and freeze

Each route keeps its own admission and evidence requirements

A long case crosses applications and people

01

Day 1

A buyer asks for a proposal.
Selected mail and call evidence.

02

Day 15

The team checks requirements.
Approved channel and CRM
evidence.

03

Day 45

An owner approves the handoff.
The case reaches its declared
end.

Illustrative 45-day case. Coverage gaps remain part of the record.

The enterprise chooses the capture boundary

Source	An example of the approved boundary
Service connectors	Named Slack/Teams channels, mailbox folders, calls or CRM records
Browser receiver	Exact approved HTTPS pages with an explicit participant start
Desktop companion	A selected native window with permission to process the whole window
Optional content	Separately approved sanitized text or locally masked, accepted screenshots

Browser/connector metadata remains readable. The desktop vault and managed state use encryption.

Relevant history needs an accountable reviewer

Captured evidence

A proposal, a pricing discussion, a weather detour in an allowed source.

A verified case

AI proposes membership.
Automatic sorting requires an approved policy and separately reviewed test results.
A human verifies the exact case.

A score helps route review. It does not make the AI the verifier.

Changed evidence or decisions require current review.

History becomes a model through explicit rules

Observed evidence

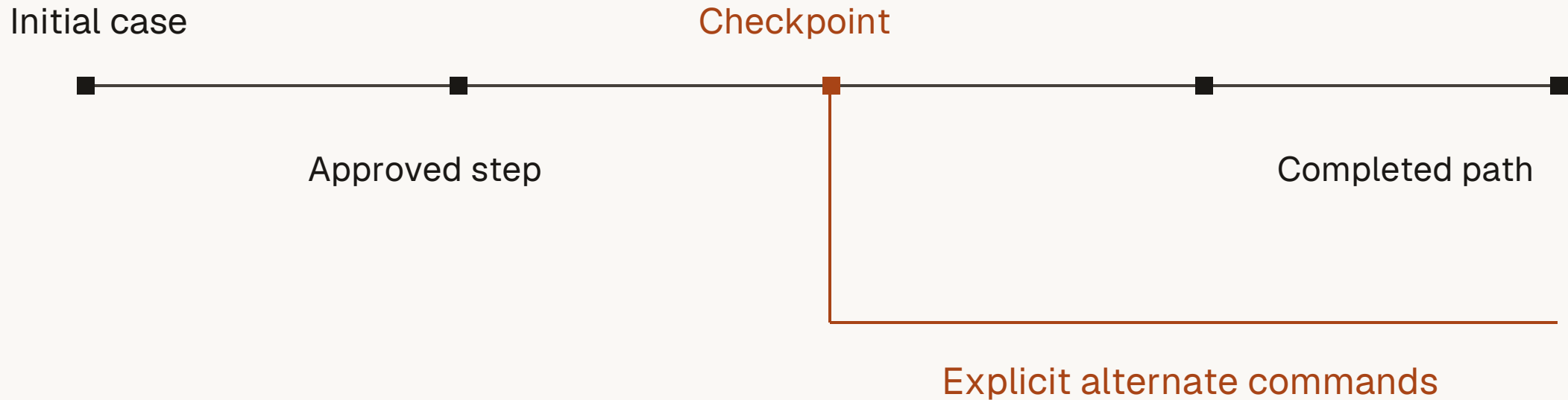
An owner approved the handoff.

Owner-approved executable rule

Part of the rule	Illustrative declaration
Condition	Requirements complete and approval present
Action and effect	Handoff changes status to ready
Visibility and timing	Only eligible participants, after the allowed time

A modeled action changes the Universe. It does not write back to the CRM.

A checkpoint opens another path through the case



Virtual waits move the modeled clock. Replay reconstructs the exact recorded commands.

The recorded timeline shows committed transitions and saved parent/branch links.

An agent acts inside the approved test

01

Current approval

The selected model, data use and spending limit must be approved.

02

Limited context

The model receives the actor's permitted view of the workflow.

03

Recorded transition

Gradia checks the command and preserves the resulting receipt.

An attempt can be refused or stop before completion. A response alone is not success.

Evaluation connects a result to a decision

Decision artifact	What it binds
Assessment contract	The tasks, conditions and method fixed before eligible runs
Release comparison	Eligible paired executions, results and exclusions
Technical evidence package	Exact sources, independent human decisions and signatures
Remediation corpus	Actual failures, separate rights, item review and disjoint splits

Formal comparisons require eligible native evaluation runs. Observer receipts alone do not qualify.

The implementation has a replayable demonstration

Two observations

One reviewed sales case

30 simulated days

Two identical replay receipts

The recorded production check used synthetic evidence.
It made no customer capture or model-performance claim.

The first useful outcome is one defensible decision

One workflow owner. An approved source boundary.
A clear test of what the agent must do.

Keep the reviewed history, executable rules and receipts.
Use the same approved conditions to inspect the next change.

gradiahq.com/observer/get-started