



«Machine Role»

What function does this machine customer perform in the ecosystem?

- Delegated assistant / autonomous buyer / co-buyer / multi-agent network / intermediary broker
- Acting on behalf of... (human, self, system)
- Scope of decision-making (e.g. purchases, subscriptions, recommendations)

Autonomy

Fully autonomous — ? — Co-buyer

Decision Transparency

Black Box — ? — Explainable

Loyalty Volatility

Stable — ? — Fragile

 Decision Drivers What logic or inputs guide this machine's choices? • Objective functions (e.g. price, availability, ESG score) • Thresholds and constraints (e.g. carbon limits, latency caps, SLAs) • Rulesets or training data (e.g. preset preference models, learnable behaviors)	 Information Requirements What structured data does this machine need to make a decision? • Schema types (e.g. product availability, compliance, reputation signals) • Frequency (e.g. real-time, daily refresh) • Format expectations (e.g. JSON-LD, GraphQL, flat file)	 Trust Model How does this machine determine who/what to trust? • Verifiability mechanisms (e.g. certifications, digital signatures, smart contract performance) • History logging or audit trails • Feedback loop: internal vs external review sources
 Transaction Pattern What does interaction or conversion look like? • One-off vs recurring engagement • Payment method or contract mechanism (e.g. direct debit, token-based, smart contract) • Escalation/exception handling: how and when does a human get involved?	 Friction Points What causes this machine to fail, pause, or drop off? • Latency tolerance • Data mismatches or incomplete schema • Inconsistent performance signals • Integration issues	 Loyalty Logic What makes this machine stick or switch? • Performance thresholds consistently met • Best-match optimization routines (e.g. bid-based ranking) • Re-training or preference re-weighting mechanisms • Ease of onboarding/transfer cost to switch vendors
 Visibility Layer Does a human see/interact with the outcome of this machine's decision? • Fully autonomous (invisible to user) • Partially visible (recommender/approval) • Human override required • Transparency / explainability requirements	 Ecosystem Dependencies What other systems, APIs, or agents does this machine rely on? • Platform integrations • Third-party data feeds • Internal orchestration with other bots/agents	 Business Impact What does success look like for serving this machine? • Volume or frequency of decisions • Cost efficiency of engagement • Revenue impact / LTV from machine-brokered relationships • Risk exposure or compliance requirements