

Decision Brief

Illustrative sample for portfolio use · generalized product-operations scenario

FRAMEWORK NODE	DOCUMENT ROLE	USE
Decision & Priority	Frame a decision	Before commitment

This sample shows how a Product Owner can document one concrete decision, compare options, and make trade-offs explicit before delivery work begins.

Decision to make

Choose the most appropriate first release for improving merchant visibility during payout processing and manual review.

Context

Discovery confirmed that the current payout journey creates avoidable uncertainty after submission. The main issue is not lack of internal status data, but weak merchant-facing translation of that data into understandable states. The first release should improve clarity without creating a large dependency on new notification systems or major payouts-area redesign.

Options considered

OPTION	SUMMARY	DELIVERY EFFORT	USER CLARITY	OPERATIONAL RISK
A. Merchant-facing status model in product	Add a small set of clear external statuses with supporting copy inside the payouts view	Medium	High	Low
B. Email notifications for every payout transition	Add asynchronous updates outside the product	High	Medium	Medium
C. Full payouts-area redesign	Rework the broader payout experience and detail surface	High	High	High

Decision criteria

- Improves clarity in the highest-volume uncertainty moments
- Uses existing internal status logic as much as possible
- Can be delivered in a narrow, low-risk slice
- Does not expose sensitive operational logic
- Creates a usable baseline for later notification work

Assessment

OPTION A — STRENGTHS	• Directly addresses the current clarity gap • Keeps implementation close to the existing payout flow • Reduces support pressure without promising instant notifications • Provides a base layer that later channels can reuse
OPTION B — CONCERNS	• Higher delivery and operational dependency • Copy, timing, and exception handling complexity increase quickly • Risk of inconsistent state communication across channels
OPTION C — CONCERNS	• Too broad for the validated problem scope • Slower time to value • Higher coordination cost and release risk

Recommendation

Recommend Option A: merchant-facing status model in product for release one.

This option gives the highest ratio of clarity improvement to delivery complexity. It also preserves a clean path for later expansion into notifications if the first release proves that clarity improves and support demand decreases.

Trade-offs accepted

- The first release improves clarity, not channel coverage.
- Some merchants will still prefer asynchronous updates later.
- We prioritize understandable states over perfect granularity.

Dependencies and risks

DEPENDENCY / RISK	NOTE
Status mapping agreement	Internal operations and product must agree on safe external labels
Copy precision	Language must be useful without exposing internal controls
Edge-case handling	A small number of uncommon paths may remain under a generic fallback state
Measurement	Support tag quality must be sufficient to observe post-release effect

Follow-up if approved

- Create Shaped Brief for release one
- Define external status set and display rules
- Align copy with support and operations
- Define baseline metrics for support contacts and payout-state visibility

Related artifacts: Problem Brief · Shaped Brief · Outcome Review