

Shaped Brief

Illustrative sample for portfolio use · generalized product-operations scenario

FRAMEWORK NODE	DOCUMENT ROLE	USE
Shaping & Delivery	Make work delivery-ready	Before team intake

This artifact converts an approved direction into a bounded, delivery-ready slice. It includes scope, status model, acceptance criteria, and readiness notes.

Objective

Introduce a first merchant-facing payout status model inside the product so that merchants can understand whether a payout is processing normally, waiting for internal review, completed, failed, or requiring action.

Scope for release one

IN SCOPE	• New external payout status labels • Short explanatory helper text for each visible state • Display update in merchant payout detail view • Fallback behavior for unsupported internal states • Event logging for status visibility checks
NOT IN SCOPE	• Email notifications • Redesign of full payouts history • New payout engine logic • Changes to manual review policy

User-facing status model

MERCHANT-FACING STATE	MEANING	USER IMPLICATION
Processing	The payout was accepted and is still moving through the normal flow	No action required
In review	The payout needs an internal check before it can continue	Wait for update
Completed	The payout finished successfully	No action required
Failed	The payout could not be	Review reason and retry if

	completed	applicable
Action required	Additional input or correction is needed before the payout can proceed	Merchant action needed

Delivery notes

- Internal source statuses remain unchanged.
- Product maps internal states to a reduced merchant-facing set.
- Copy should explain next-step meaning, not internal mechanics.
- Unknown or unsupported internal states should fall back to a safe default and be logged.

Acceptance criteria

- Merchant sees one clear payout state in the payout detail view.
- Each state has short supporting copy written in plain language.
- Internal statuses are mapped to one merchant-facing state through an explicit rule set.
- Unsupported internal statuses do not break the payout detail screen.
- Events are logged when the payout detail view is opened for measured states.
- Support and operations review the visible copy before release.

Dependencies

AREA	NEED
Operations	Validation of safe external language
Engineering	Status mapping implementation and fallback handling
Analytics	Event naming and baseline tracking
Support	Review of user-facing wording and expected escalation impact

Delivery readiness checklist

CHECK	STATE
Problem is defined	Done
Decision is approved	Done
First release scope is bounded	Done

User-facing states are named	Done
Acceptance criteria are explicit	Done
Copy reviewed by support and operations	Open
Final mapping table confirmed with engineering	Open

Suggested delivery structure

- Epic: Merchant payout status visibility
- Story 1: Map internal payout statuses to external states
- Story 2: Update payout detail UI with status label and helper text
- Story 3: Add analytics event for payout detail state visibility
- Task: Validate fallback behavior for unsupported states
- Task: Review copy with support and operations

Related artifacts: Problem Brief · Decision Brief · Outcome Review