

# STATEMENT OF WORK

## Managed AI Workforce Intelligence Deployment — Operations

Prepared For: Chronic USA

Prepared By: VeloXP Inc

Date: May 01, 2026

Engagement Tier: Growth

### 1. Introduction

This Statement of Work (SOW) outlines the scope, structure, and delivery plan for VeloXP Inc's Managed AI Workforce deployment for Chronic USA. The engagement delivers a dedicated team of AI agents customized to the operational needs of your practice, coordinated by VeloXP and supervised by your designated human stakeholders.

The agents described in this document operate as an integrated workforce, not a software toolset. Each agent has a defined role, reporting chain, and set of capabilities aligned to your business objectives. Human approval requirements are documented for all client-facing and financial actions.

### 2. Parties

VeloXP Inc	Chronic USA
Max Koby, CEO	Erica
max@veloxp.com	None
(949) 490-6629	
San Clemente, CA	

### 3. Client Team & Stakeholders

#### Other

Name	Title	Email
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Erica	Founder / Principal	None
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## 4. Scope of Services

VeloXP will deploy a Growth Managed AI Workforce for Chronic USA. The engagement is scoped to the Operations vertical and includes agent configuration, tool integrations, workflow automation, human approval structures, ongoing monitoring, and continuous improvement. All agents are managed and maintained by VeloXP. The client provides data access and designated human approvers as described in this document.

## 4A. Platform Architecture

The VeloXP AI Workforce operates across three integrated infrastructure layers. This architecture is what separates a managed AI workforce from generic AI tools: every agent shares a common industry knowledge base, maintains a Chronic USA-specific intelligence layer, and is coordinated and monitored in real time through Mission Control.

### Layer 1 — Industry World Model

VeloXP maintains a proprietary medical aesthetics and plastic surgery industry model trained on anonymized operational patterns across our client base. This model provides:

- Industry benchmarks: how leading plastic surgery practices structure patient acquisition, consultation conversion, and procedure mix
- Best-practice workflows: proven process patterns for inquiry response, scheduling, review management, and AI visibility — distilled from real operational data
- Risk pattern recognition: early warning signals calibrated to aesthetic medicine failure modes — no-show spikes, review drops, inquiry decay
- AI platform intelligence: maps how ChatGPT, Perplexity, and Google AI surface plastic surgery recommendations, and which trust signals drive citations

This is not generic AI. It is a specialized model that understands medical aesthetics at a level no general-purpose tool can match, because it learns from real practices doing real work.

### Layer 2 — Intelligence Layer (Chronic USA-Specific)

On top of the industry model, each agent maintains a Chronic USA-specific intelligence layer:

- Organizational memory: every correction, preference, and approval pattern from Chronic USA's team is captured and used to improve accuracy over time
- Container isolation: Chronic USA's data is partitioned at the infrastructure level. No cross-client data access. No shared memory. Complete isolation enforced by architecture, not policy.
- Self-improving feedback loops: when your team corrects an agent output, that correction trains the agent. Over time, agents require fewer corrections and produce higher-quality work.
- Procedure and patient context: agents learn Chronic USA's product mix, wholesale conversion rates, B2B inquiry behavior, and seasonal demand patterns — and apply that context to every output.

### Agent Roster — Intelligence Layer

The following agents are deployed as part of the Chronic USA Intelligence Layer. Each agent operates with a defined role, reporting chain, human QA reviewer, and capability set. Agents operate as

managed employees: they receive tasks, execute within defined guardrails, report to human QA reviewers, and escalate all exceptions before acting.

### Layer 3 — Human Interface Layer

Every agent operates within a defined human oversight chain. No agent takes final action on patient communications, financial transactions, or external publishing without explicit human approval.

- QA gates: no patient-facing communications, procedure pricing quotes, or external content published without your designated QA reviewer's approval
- Reporting chains: every agent reports to a named human reviewer — defined in the Agent Roster above
- Escalation protocols: agents flag exceptions and ambiguity rather than guessing. Humans make judgment calls.
- Approval audit trail: every human approval is logged in Mission Control with timestamp, reviewer, and action taken

### Mission Control — Coordination & Oversight Layer

All agents are coordinated and monitored through Mission Control, VeloXP's proprietary agent operations platform. Chronic USA's team receives real-time visibility into agent activity, task queues, approval requests, and performance metrics through the Mission Control dashboard.

- Real-time agent activity feed: every task executed, queued, or escalated is visible in the dashboard
- Approval queue: pending human approvals surface in a dedicated queue with full context — one click to approve or redirect
- KPI dashboard: consultation conversion, inquiry response time, AI visibility score, review platform ratings, and agent utilization — all in one view
- Squad Chat: direct communication channel between your team and VeloXP agents, replacing ad hoc email threads
- Audit trail: immutable log of all agent actions, approvals, and escalations for compliance and QA review
- Performance reports: weekly automated summaries delivered to Devon and Erik every Monday morning

Mission Control is included at no additional cost for all Growth and Enterprise tier clients. Access is provisioned within 48 hours of SOW execution.

## 5. Agent Roster

## Grace — Executive Intelligence Agent

Phase: Phase 1 — Foundation (Month 1)

Reports To: Main Orchestration

Human QA: TBD (client-designated)

### Capabilities

- Capabilities: daily briefs, meeting prep, action capture, email triage, calendar management, weekly priorities digest

## Sterling — Operations Controller Agent

Phase: Phase 1 — Foundation (Month 1)

Reports To: Main Orchestration

Human QA: TBD (client-designated)

### Capabilities

- Capabilities: KPI tracking, process monitoring, workflow optimization, reporting automation, compliance checks

## Sage — Project Coordinator Agent

Phase: Phase 1 — Foundation (Month 1)

Reports To: Main Orchestration

Human QA: TBD (client-designated)

### Capabilities

- Capabilities: task tracking, deadline management, resource allocation, status reporting, stakeholder updates, quality checks on outputs

## Ledger — Finance & AP Agent

Phase: Phase 2 — Finance + Revenue (Month 2)

Reports To: Main Orchestration

Human QA: TBD (client-designated)

### Capabilities

- Capabilities: invoice processing, payment queue (human approval), vendor management, expense categorization, financial reporting

## **Chase — Revenue & AR Agent**

Phase: Phase 2 — Finance + Revenue (Month 2)

Reports To: Main Orchestration

Human QA: TBD (client-designated)

## **Capabilities**

- Capabilities: invoicing, payment collection, recurring billing, aging reports, collection sequences

## 6. Reporting Structure

Agent	Reports To	Human QA
Grace	Main Orchestration	TBD (client-designated)
Sterling	Main Orchestration	TBD (client-designated)
Sage	Main Orchestration	TBD (client-designated)
Ledger	Main Orchestration	TBD (client-designated)
Chase	Main Orchestration	TBD (client-designated)
Client Principal (Human)	— Final Authority —	N/A

### Human Approval Requirements

- All outbound client-facing emails require stakeholder approval before sending
- Financial documents and invoices require Controller/Owner approval
- Any commitment over \$500 requires Principal sign-off
- New contact creation in CRM requires Operations review
- Agent-generated contracts or proposals require Principal review

## 7. Integrations

System	Tool / Platform	Integration Purpose
CRM	HubSpot / Salesforce / Pipedrive	Lead sync, pipeline updates, contact enrichment
Email	Gmail / Outlook	Outbound comms, follow-up sequences, inbox triage
Accounting	QuickBooks / Xero	Invoice tracking, payment status, financial alerts
Communication	Slack / Microsoft Teams	Internal alerts, agent status updates
Documents	Google Drive / Dropbox	Deliverable storage, report distribution

### Data Isolation

- RAG (Retrieval-Augmented Generation): Agent knowledge is sourced from client-specific indexed content only.
- Container Isolation: Each client deployment runs in a dedicated agent container with no cross-client data access.

- Database Isolation: Client operational data is stored in separate, access-controlled database instances.
- Self-Improving Memory: Agents learn from interaction patterns within their client container only. No data leaves the container for training shared models.
- Audit Trail: All agent actions, decisions, and data access events are logged with timestamps and available for client review.

## 8. Onboarding, Workflow Setup & Training

### Kickoff & Configuration

- Discovery session with client team to map workflows and approval chains
- Agent persona customization to match company voice and communication standards
- Tool access provisioning: OAuth, API keys, CRM credentials
- DISC stakeholder profiling for communication style calibration
- Initial knowledge base ingestion from client-provided documents

### Workflow Setup

- Automation mapping: identify top 5 repetitive workflows for immediate automation
- Trigger configuration: email received, form submitted, appointment booked, etc.
- Integration testing across all connected systems
- Approval chain setup: define human gates and escalation paths
- Runbook creation for each deployed agent

### Training & Handoff

- Client team walkthrough of agent capabilities and interaction protocols
- Human QA reviewer training: how to review, approve, and override agent actions
- Escalation path documentation: what happens when an agent is uncertain
- 30-day post-launch check-in to review performance and adjust configurations

## 9. Deployment Roadmap

### Phase 1 — Foundation (Month 1)

- Complete kickoff and discovery session with stakeholder team
- Provision tool integrations and API access (OAuth, credentials)
- Deploy foundation agents and configure reporting chains
- Complete DISC stakeholder profiling and knowledge base ingestion
- Stand up RAG knowledge base, container isolation, and credential vaults
- Run 2-week supervised pilot with daily check-ins

### Phase 2 — Finance + Revenue (Month 2)

- Deploy growth-phase agents and expand automation coverage
- Automate top 5 identified workflows from Phase 1 learnings
- Full CRM, pipeline, and partner platform integrations live
- Transition to weekly check-ins as agents reach steady state
- First monthly performance report delivered to client team

## 10. Deployment Commitment

VeloXP Inc commits to deploying, maintaining, and continuously improving the AI workforce described in this document for Chronic USA. Our team is accountable for agent uptime, quality of outputs, and alignment with your business goals throughout the engagement term.

All agents are monitored 24/7. Any degradation in performance, unexpected behavior, or integration failure will be addressed within 4 business hours of detection. Clients receive a monthly performance report covering task completion rates, accuracy metrics, and next-month improvement priorities.

This engagement is not software licensing — it is a managed workforce. VeloXP owns the operational responsibility. You own the results.

## Appendix A: Department-by-Agent Deployment Map

The table below maps each deployed AI agent to the practice departments they serve and the phases in which their core workflows are activated. Use this as a reference guide for your team when routing questions, approvals, or requests to the right agent.

Agent	Role	Phase	Primary Department	Key Focus
Grace	Executive Intelligence Agent	Phase 1 — Foundation (Month 1)	Executive / Operations	Leadership reporting, daily briefings, commitment tracking
Sterling	Operations Controller Agent	Phase 1 — Foundation (Month 1)	Executive / Operations	Leadership reporting, daily briefings, commitment tracking
Sage	Project Coordinator Agent	Phase 1 — Foundation (Month 1)	Executive / Operations	Leadership reporting, daily briefings, commitment tracking
Ledger	Finance & AP Agent	Phase 2 — Finance + Revenue (Month 2)	Finance	Revenue reporting, financing optimization, marketing ROI
Chase	Revenue & AR Agent	Phase 2 — Finance + Revenue (Month 2)	Finance	Revenue reporting, financing optimization, marketing ROI

## Appendix B: Agent Deployment Inventory

This appendix defines the complete responsibility set for each deployed agent, the recurring tasks they own, and the workflows built during onboarding. The summary table below lists every agent with role, phase, reporting line, and designated human QA reviewer; per-agent detail cards follow. Workflow complexity: Low = 1-2 days, Medium = 3-5 days, High = 1-2 weeks.

### Deployment Summary

Agent	Role	Phase	Reports To	Human QA
Grace	Executive Intelligence Agent	Phase 1 — Foundation (Month 1)	Main Orchestration	TBD (client-designated)
Sterling	Operations Controller Agent	Phase 1 — Foundation (Month 1)	Main Orchestration	TBD (client-designated)
Sage	Project Coordinator Agent	Phase 1 — Foundation (Month 1)	Main Orchestration	TBD (client-designated)
Ledger	Finance & AP Agent	Phase 2 — Finance + Revenue (Month 2)	Main Orchestration	TBD (client-designated)
Chase	Revenue & AR Agent	Phase 2 — Finance + Revenue (Month 2)	Main Orchestration	TBD (client-designated)

### Grace — Executive Intelligence Agent

Phase: Phase 1 — Foundation (Month 1)

Reports to: Main Orchestration

Human QA: TBD (client-designated)

### Core Responsibilities

Responsibility
<ul style="list-style-type: none"> <li>Capabilities: daily briefs, meeting prep, action capture, email triage, calendar management, weekly priorities digest</li> </ul>

### Sterling — Operations Controller Agent

Phase: Phase 1 — Foundation (Month 1)

Reports to: Main Orchestration

Human QA: TBD (client-designated)

### Core Responsibilities

Responsibility
<ul style="list-style-type: none"> <li>• Capabilities: KPI tracking, process monitoring, workflow optimization, reporting automation, compliance checks</li> </ul>

### Sage — Project Coordinator Agent

Phase: Phase 1 — Foundation (Month 1)

Reports to: Main Orchestration

Human QA: TBD (client-designated)

### Core Responsibilities

Responsibility
<ul style="list-style-type: none"> <li>• Capabilities: task tracking, deadline management, resource allocation, status reporting, stakeholder updates, quality checks on outputs</li> </ul>

### Ledger — Finance & AP Agent

Phase: Phase 2 — Finance + Revenue (Month 2)

Reports to: Main Orchestration

Human QA: TBD (client-designated)

### Core Responsibilities

Responsibility
<ul style="list-style-type: none"> <li>• Capabilities: invoice processing, payment queue (human approval), vendor management, expense categorization,</li> </ul>

financial reporting

## Workflows to Build

Workflow
<input type="checkbox"/> Payment Reconciliation — pull partner payment records, match against expected commissions, flag discrepancies, route disputes to human
<input type="checkbox"/> Revenue Forecast — pull trailing 90-day revenue by vertical, apply trend model, produce weekly forecast, flag if >10% below plan
<input type="checkbox"/> Anomaly Detection — monitor daily revenue, spend, and CPL, alert if any metric moves >20% day-over-day without campaign change
<input type="checkbox"/> Monthly Financial Report — pull all cost centers and revenue streams, compile P&L summary, deliver before monthly business review

## Chase — Revenue & AR Agent

Phase: Phase 2 — Finance + Revenue (Month 2)

Reports to: Main Orchestration

Human QA: TBD (client-designated)

## Core Responsibilities

Responsibility
<ul style="list-style-type: none"> <li>Capabilities: invoicing, payment collection, recurring billing, aging reports, collection sequences</li> </ul>

## Signature Block

By signing below, both parties agree to the terms outlined in this Statement of Work.

VeloXP Inc	Chronic USA
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Max Koby	
CEO	Title
Date: May 01, 2026	Date: _____
Signature: _____	Signature: _____