

Scenarios + ASCEND

Product explainer for Microsoft Marketplace

Scenarios + ASCEND is a governed decision-rehearsal and evidence platform for teams whose work depends on judgement, not just process compliance.

What it does

The platform helps organisations rehearse difficult operational decisions before staff face them live, then turns those choices into structured evidence that managers can review.

- Rehearse realistic, branching workplace decisions
- Observe choices, reasoning, hesitation and evidence use
- Interpret judgement patterns using ASCEND capability dimensions
- Support manager review, calibration and targeted coaching
- Generate evidence packs for governance, audit and improvement discussions

What it is not

- Not a generic LMS
- Not a chatbot
- Not an automatic compliance engine
- Not a tool that replaces professional judgement
- Not a regulator-approved assurance product
- Not designed to use live customer or citizen data during an initial controlled pilot

Why it matters

High-stakes operational failures often start with judgement problems: the wrong escalation decision, weak evidence handling, missed vulnerability indicators, inconsistent treatment of similar cases, or pressure-driven shortcuts. Traditional training records show completion, but they rarely show how someone behaves when a case is ambiguous and the trade-offs are uncomfortable.

Typical use cases

- Complaints handling and closure judgement
- Vulnerable customer or citizen response
- Claims triage and fairness decisions
- Policy interpretation and operational escalation
- Conduct, risk and service recovery scenarios
- Manager coaching and evidence-based capability review

What ASCEND captures

- Evidence handling
- Escalation judgement
- Pressure regulation
- Fairness and consistency
- Documentation discipline
- Recognition of vulnerability or risk
- Quality of rationale
- Response to delayed consequences

Governance controls

- Human review before scenario publication
- Trace and provenance records
- Audit chronology
- Manager-reviewed recommendations

- Role-based access controls
- Tamper-evident evidence pack export
- Documented known limitations and prohibited-claim controls

Pilot output

- Pilot evidence pack
- Learner completion and debrief summary
- Cohort-level capability themes
- Manager review findings
- Practical recommendations
- Decision on whether to scale, repeat, change scope or stop

Best-fit buyer roles

- Head of Complaints
- Head of Customer Experience
- Head of Service Improvement
- Head of Operational Excellence
- Head of Risk
- Head of Learning and Development
- Programme Director
- Digital Transformation Lead
- Governance or Assurance Lead

Current status

The current baseline is suitable for controlled buyer demonstration and paid-pilot scoping discussion. Production deployment for unrestricted enterprise use requires further hardening, including production SSO, infrastructure hardening, security review, production database configuration and operational monitoring.

Contact

SMCPS: <https://smcpsconsulting.co.uk>

Product demo: <https://scenarios-ascend.up.railway.app/>

Support: <https://smcpsconsulting.co.uk/support>