

The Unframe Customization Spectrum

This brief defines how customization works within Unframe’s production-ready AI solutions, the guardrails of what customers can modify, and the components Unframe manages to maintain reliability, accuracy, and operational safety.

Unframe delivers fully managed, production-grade AI solutions

The system is designed so enterprises can adapt deployed workflows, governance rules, data visibility, and operational logic without modifying the underlying AI reasoning or system behavior. Customization is structured and controlled. It exists to align Unframe’s solutions to an organization’s processes and policies while ensuring:

- Stable reasoning
- Consistent output quality
- Safe governance
- Predictable performance at scale
- Minimal operational overhead

Customized by the enterprise	Protected by Unframe
<p>A. Workflows & Triggers</p> <ul style="list-style-type: none"> • Trigger timing (e.g., days before an event, scheduled intervals) • Workflow templates relevant to the use case • Enable/disable actions within workflows • Configure output sections within predefined guardrails <p>B. Agent Configuration</p> <ul style="list-style-type: none"> • Objectives, tone, and operational rules • Context guardrails and visibility • What datasets or systems an agent may access <p>C. Governance & Access Controls</p> <ul style="list-style-type: none"> • Role definitions (admin, contributor, user, governance) • Permissions per role • Audit, logging, and compliance guardrails • Region, team, and persona-specific access rules <p>D. Integrations & Data Mapping</p> <ul style="list-style-type: none"> • Connect enterprise systems (CRM, BI, warehouse, ticketing, support) • Configure field mappings and sync logic • Define visibility rules for each integration <p>E. Templates & Business Logic Parameters</p> <ul style="list-style-type: none"> • Add/remove allowed template sections • Tune thresholds (relevance, triggers, timing) • Configure logic inputs without modifying core reasoning 	<p>The following areas are intentionally not exposed because changes here degrade accuracy, reliability, or safety:</p> <ul style="list-style-type: none"> • AI reasoning engine • Knowledge fabric ontologies • Semantic interpretation • Model behavior • Workflow orchestration logic • Core architecture and sequencing

These guardrails ensure the solution remains stable, governed, and performant – even as your organization customizes around it.

Why customization guardrails matter

Guardrails ensure that customization does not compromise the integrity of the system. They guarantee:

- **Consistent outputs** across teams and use cases
- **Protected reasoning quality**, regardless of user changes
- **Enforced governance** and compliance at all times
- **Stable performance** at scale under real enterprise load
- **Full auditability** and monitoring for regulated environments

Controlled Customization Example: Meeting Preparation Workflow

Need: Pre-meeting briefing documents integrating Salesforce, Snowflake, and product usage metrics.

Enterprise teams control	Unframe controls
<ul style="list-style-type: none"> • notification timing • included data sources • visibility rules • workflow sections (participants, last engagement, usage metrics) • template variations by meeting type 	<ul style="list-style-type: none"> • reasoning behavior • semantic interpretation • workflow engine logic • AI output consistency

Result: A tailored workflow aligned to the customer’s process, delivered without compromising system reliability or requiring workflow reconstruction.

“Samsung-style”

Offering endless knobs and switches for every tenant, team, and use case leads to fragmented workspaces, inconsistent experiences, and high support overhead. Each department configures its own way of working, making it harder to standardize best practices, audit critical AI workflows, or roll out org-wide improvements.

“Apple-style”

Unframe’s curated customization surface balances flexibility with guardrails: admins define shared patterns, while teams configure within trusted boundaries. This keeps AI workflows consistent, safe, and upgrade-friendly across the enterprise, so new capabilities can be rolled out centrally without breaking local setups.

Personas and responsibilities



The outcome: reliable AI that fits your business

Unframe's customization model ensures enterprises can tailor AI to their workflows and governance structures without ever compromising the integrity of the underlying system.

- Deployment remains fast
- Behavior stays consistent
- Governance stays intact
- Accuracy does not drift
- Performance scales reliably
- Teams remain aligned on a single system of intelligence

About Unframe

Unframe is the Managed AI Delivery Platform that delivers AI solutions that work, tailored to your business and delivered in days. With Unframe, organizations can turn high-value AI use cases into real outcomes, without sharing data, committing upfront costs, or compromising on results. Unframe is headquartered in Cupertino, California, with a global presence in Tel Aviv and Berlin.

