



Zero Token Labs

SOVEREIGN AI INFRASTRUCTURE

• PRODUCT OVERVIEW

Promise Track.

A commitment accountability agent: every promise made in a call, email, or thread gets captured in its exact words, linked to the account and the owner, and chased to fulfillment — before the customer has to ask where it is.

01 · THE PROBLEM

Every promise is a deadline nobody wrote down

Nobody drops a commitment on purpose. They drop because a promise made at minute 43 of a call has no system of record — it lives in the owner's memory, a sticky note, a channel that scrolled away. By the time it resurfaces, it's usually the customer doing the resurfacing.

Every service team knows the line: “we only find out a promise slipped when the customer asks about it.” That's not a careless team. That's what happens when follow-through depends on whoever happened to take notes.

30+ / wk

Commitments a single customer-facing team makes across calls, email, and chat — almost none written down where anyone could find them.

Zero

Systems where “I'll get that over to you by Friday” records itself. It lives in memory, goodwill, and whoever took notes.

The customer

Who usually notices first when a promise slips — which means by the time you know, the cost is already paid.

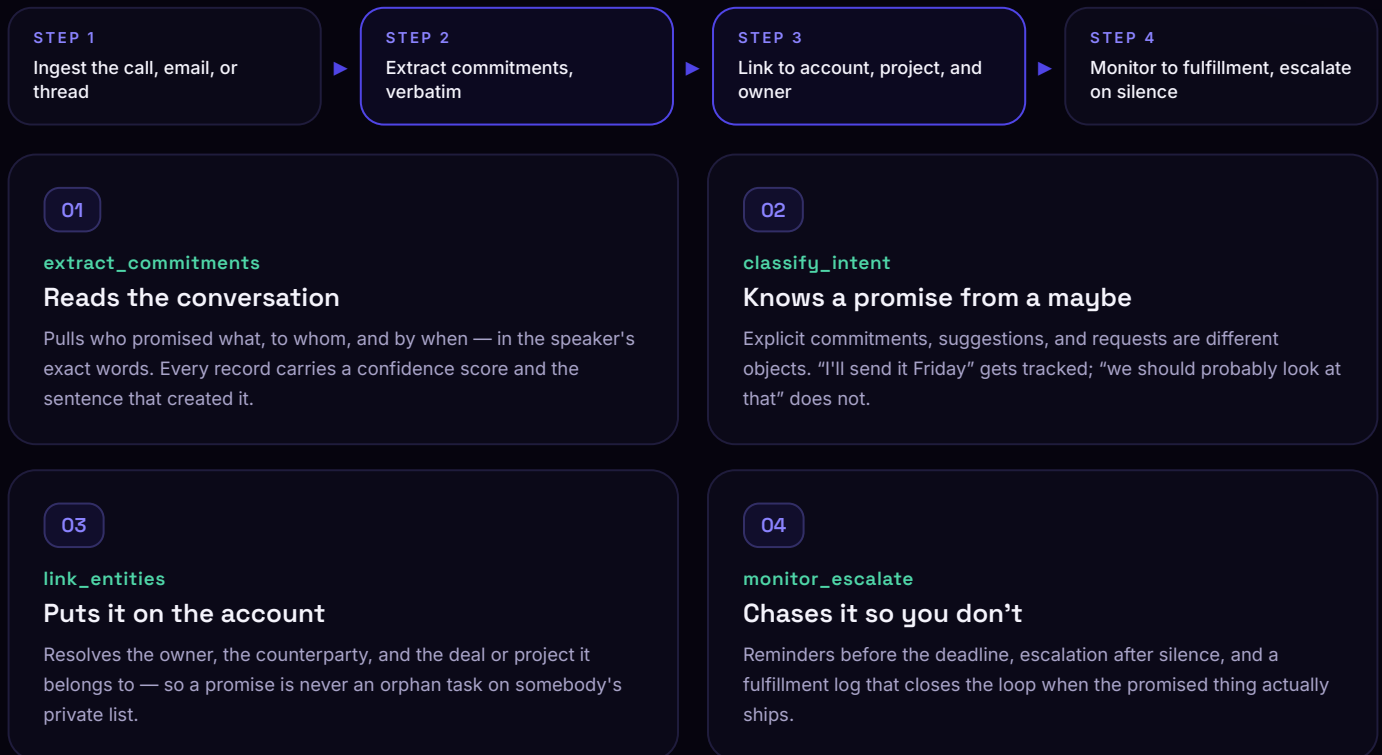
THE COST, COMPOUNDED

Every slipped promise spends trust you can't invoice back: an escalation that didn't need to happen, a renewal conversation that opens on an apology, a champion who quietly stops repeating your name internally.

02 · THE PIPELINE

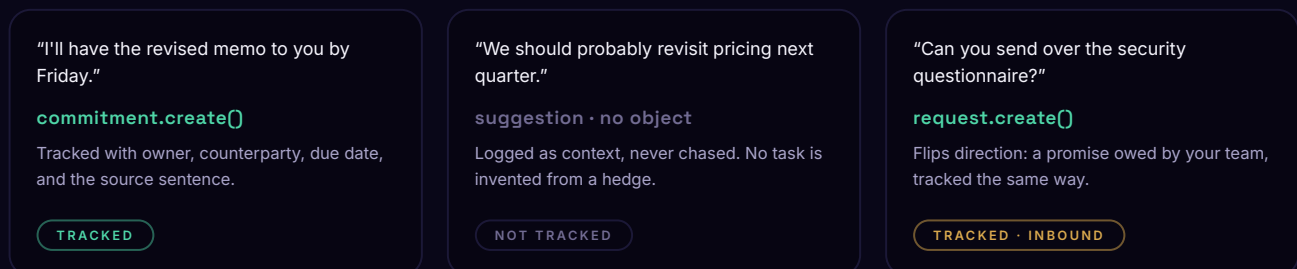
Four tools, one record, nothing invented

Every conversation runs the same chain. Nothing becomes a tracked commitment without its source sentence, a confidence score, and a classification — and anything ambiguous gets asked about, not assumed.



• THE CLASSIFIER, IN PRACTICE

Three sentences from the same call, three different objects



Anything below the confidence threshold routes to a two-tap review — confirm or dismiss — instead of silently entering the queue.

INSIDE · THE DASHBOARD

Every promise, on the record

Promise Track

ZERO TOKEN LABS

Dashboard

Commitments

SIGNALS

Meetings

Email

Chat

AUDIT

Fulfillment Log

CONFIGURATION

Extraction Rules

Escalation Policy

Settings

OVERVIEW

Promise Track

Commitments extracted from real conversations and monitored to fulfillment — with a full log of every reminder, hold, and escalation, and why.

Meetings

Connected · transcript feed live

Slack

Not configured · digests log to console

Claude

Connected · extraction model key present

Postgres

Connected · ledger database reachable

58

Conversations processed

87

Commitments captured

61

Fulfilled on time

9

At risk

3

Escalated

12

Awaiting review

RECENT ACTIVITY

View fulfillment log →

Captured: "Revised SLA credit memo by Friday" — M. Alvarez → Acme Corp

14h ago

TRACKED — CONFIDENCE 0.94 · LINKED TO ACME RENEWAL

Reminder sent: Pricing one-pager due tomorrow — owner T. Chen

14h ago

FIRST REMINDER — POLICY: 48H BEFORE DUE

Fulfilled: Onboarding schedule delivered to Brightline Health

1d ago

CLOSED BY REPLY DETECTION — DELIVERY MATCHED TO COMMITMENT

Held for review: "we could look at a discount" — classified suggestion

1d ago

CONFIDENCE 0.58 — BELOW THE 0.75 THRESHOLD, ROUTED TO REVIEW

Escalated: Security questionnaire 3 days past due — owner D. Park

2d ago

TWO REMINDERS UNANSWERED — ESCALATED WITH SOURCE QUOTE ATTACHED

Due date moved: Integration doc → Jul 28 — counterparty agreed in thread

2d ago

CHANGE LOGGED WITH SOURCE — NO SILENT EDITS

OPEN COMMITMENTS

View all →

SLA credit memo · due Fri, Jul 24

0.94

"we'll have the revised SLA credit memo over to you by Friday" · 14h ago

Pricing one-pager · due Tue, Jul 21

0.97

"I'll get a lean pricing one-pager to Theo this week" · 14h ago

Security questionnaire · due 3 days past due

0.88

"we'll turn the questionnaire around by Wednesday" · 5d ago

Sandbox access for pilot · due Thu, Jul 23

0.91

"you'll have sandbox credentials before Thursday's session" · 1d ago

Exec summary deck · due Fri, Jul 31

0.85

"I'll send the exec summary ahead of the QBR" · 2d ago

ON-TIME FULFILLMENT

Customer Success

92% on time

Delivery

88% on time

Sales

84% on time

The working surface — every commitment, its source sentence, and every reminder and escalation the system decided to send.

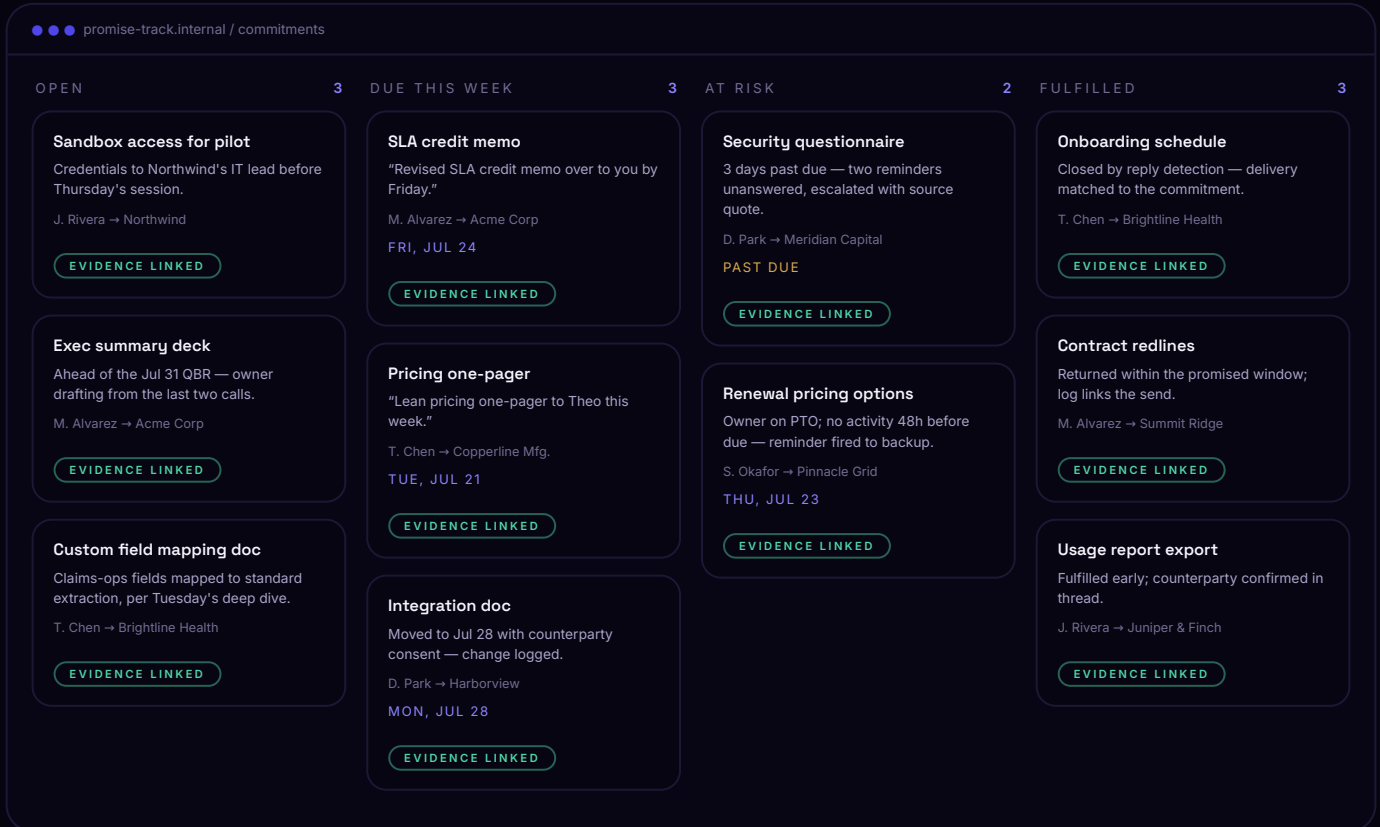
PRODUCT SHEET · PROMISE TRACK

04

03 · THE COMMITMENT BOARD

Every follow-up, rolled up from what was actually said

No card on this board was typed in by hand. Each one is reconstructed from a sentence somebody actually said — with the owner, the counterparty, and the deadline resolved from the conversation itself.



One team, one week — eleven commitments at every stage from captured to fulfilled, each carrying its source.

04 · ESCALATION, VISIBLE

It nags, so your customers don't have to

An accountability system is only trustworthy if you can see its judgment. Every policy is a plain sentence, not a JSON blob buried in config — and every reminder, hold, and escalation lands in the same log as every fulfillment, with the reason attached.

A commitment with no activity **48 hours before its deadline** sends its owner a reminder.

reminder_policy

ACTIVE

Two unanswered reminders escalate to the owner's manager, source quote attached.

escalation_chain

ACTIVE

Extractions below **0.75 confidence** never enter the queue without human confirmation.

review_threshold

ACTIVE

One commitment — the Acme SLA memo — where the policies did their job on both sides of the same record:

promise-track.internal / commitments / acme-sla-memo

EVENT HISTORY

Captured — “revised SLA credit memo by Friday”

Tracked — confidence 0.94, linked to Acme renewal

Reminder sent — 48 hours before due

Policy: reminder_policy — owner notified with the source quote

Reply detected — “pushing to Monday, legal is reviewing”

Due date moved with counterparty consent — change logged, nothing silent

Reminder unanswered — 24 hours past the new date

Escalated — policy: escalation_chain, manager notified with evidence attached

Same record, four events, four independent decisions — two routine, one renegotiated in the open, one escalated. Each visible, none of them a model's whim.

05 · THE MATH

Memory vs. Promise Track

PROMISES FROM MEMORY

- ⊗ Whatever the owner remembers, whenever they remember it
- ⊗ No record of who promised what, or in which call
- ⊗ The customer is the reminder system
- ⊗ Escalations arrive as surprises, in public

PROMISE TRACK

- ✓ Captured in the speaker's exact words, minutes after
- ✓ Every record carries its source sentence and confidence
- ✓ Reminders fire before deadlines, not after complaints
- ✓ At-risk promises surface to managers with evidence attached

Dimension	Memory	Promise Track
Where promises live	Memory, notebooks, scrolled channels	One ledger, linked to accounts and owners
Follow-through	Goodwill and luck	Monitored, reminded, escalated by policy
Evidence	"I'm pretty sure I said..."	The exact sentence, timestamped and linked
At-risk visibility	After the customer asks	48 hours before the deadline
Handoffs	The new owner inherits nothing	The new owner inherits the full record

06 · SOVEREIGN, AND YOURS

Runs where your conversations live

The transcripts, threads, and promises this system reads are among the most sensitive records your company produces. They stay in your environment — extraction runs locally, and the ledger is your own database, not rows in someone else's SaaS.

ON YOUR INFRASTRUCTURE

Extraction, classification, and escalation logic run as a dedicated service you control end to end — not a black box you're renting access to.

YOUR DATA STAYS YOURS

Every commitment, source quote, and decision is your own audit trail in your own Postgres instance. Sensitive records inherit the permissions of the conversation they came from.

WHO THIS IS FOR

Any team whose word is the product — success, sales, consulting, delivery — that already knows promises slip between calls, and wants follow-through to be a system property instead of a personality trait.



• [GET IN TOUCH](#)

Every promise, finally kept.

Want to see it run against your own meetings, your own threads, your own follow-ups? We'll wire it up before your next QBR.

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