

# AI Guardrails: answers for the field

The questions buyers ask most, with approved answers. If a question isn't here, use the routing table. Never guess.

|                            |                |                            |                           |                    |
|----------------------------|----------------|----------------------------|---------------------------|--------------------|
| OWNER<br>Product marketing | VERSION<br>1.2 | LAST REVIEWED<br>Sept 2026 | NEXT REVIEW<br>In 30 days | STATUS<br>APPROVED |
|----------------------------|----------------|----------------------------|---------------------------|--------------------|

Buyer questions

ANSWER ON THE CALL

**"We're not using AI yet. Why would we need this now?"**  
Staff are often already trying AI tools on their own. Guardrails gives them an approved, safe option and closes access gaps before a wider rollout, not after a mistake.

**"Will the AI see confidential HR or legal files?"**  
Only if the person asking can already open them. That is why the access check comes first: it finds folders shared too widely and closes them.

**"Doesn't Microsoft already include this?"**  
The controls are in the platform. Guardrails is the work of setting them up for your town, checking them every month and explaining the results to council.

**"How long does it take?"**  
The access check takes about two weeks. Clean-up and staff training usually follow within a month, depending on how many shared folders need attention.

**"What does it cost?"**  
It is priced on scope after the access check. Don't quote a number on the first call. Offer the check instead.

**"Will this slow our staff down?"**  
No. Staff keep the access they need for their jobs. They lose access only to files they shouldn't have had.

Objections

ACKNOWLEDGE, THEN REFRAME

**"Our IT person can do this."**  
Good. We work alongside them: we run the access check and the monthly report, so they can focus on the rollout itself.

**"We'll wait until AI is more mature."**  
The access gaps exist today, with or without AI. Fixing them protects you now and makes any later rollout faster.

Technical questions: answer or route

| QUESTION                               | ANSWER YOURSELF? | WHAT TO DO                                                                                   |
|----------------------------------------|------------------|----------------------------------------------------------------------------------------------|
| "Which licences do we need?"           | No               | Book the solutions engineer. Licence needs depend on the town's current plan.                |
| "Can you log every prompt staff type?" | No               | Route to the solutions engineer. Logging options vary and have privacy implications.         |
| "Does our data leave Canada?"          | No, never guess  | Route to the solutions engineer and the privacy lead. Confirm in writing.                    |
| "Can staff use ChatGPT too?"           | Yes              | "The AI use policy lists approved tools. Others can be added after a review."                |
| "What's in the monthly report?"        | Yes              | Show the sample council report: access changes, files labelled, assistant use by department. |

Say this, not that

| DON'T SAY                        | SAY INSTEAD                                                            |
|----------------------------------|------------------------------------------------------------------------|
| "It's 100% secure."              | "It closes the gaps we find and checks for new ones every month."      |
| "AI will replace staff."         | "It takes repetitive drafting off their desks."                        |
| "Your data never leaves Canada." | "Let me get you a written answer from our privacy lead."               |
| "It's a quick switch-on."        | "The check takes two weeks, so the rollout goes right the first time." |

When a new question comes up

- Answer only what this FAQ covers.
- Log the question in the field questions channel the same day.
- Enablement adds an approved answer at the next review, or sooner if three reps ask.

Related assets

- AI Guardrails feature explainer (one page)
- Two-minute demo video
- Sample council report
- Break-fix battlecard, AI Guardrails row

**One live version.** This FAQ replaces the 2025 "AI readiness" talking points, which are retired. If you have a copy saved locally, delete it.