

Route support by urgency so fires get airtime first

For solo operators running the whole business.

Who this is for

Solo operators and one-person businesses who wear every hat â sales, delivery, admin, and support â and need leverage without hiring a department.

FIFO inboxes bury production issues under FYIs.

Suggested stack

Shared inbox rules + severity labels. Primary tools: Front, Zapier, Linear.

Do this

1. Define severities: P1 outage, P2 money, P3 how-to, P4 feedback.
2. Auto-tag by keywords (down, refund, invoice, love).
3. P1 pages you; P3 gets a macro + doc link.
4. Weekly review of mis-tagged mail to tune rules.

Operator tip

If everything is P1, nothing is. Protect the definition.

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