What did Gemma learn?

We changed the guide on the front desk.

The reference shelves stayed the same.

Think of Gemma as the receptionist. A customer asks a question. Gemma uses the guide to name the task; router code decides which shelf, if any, is needed.

1 Read the turn
Message + prior turn

→

2 Name the task
Gemma uses the guide

→

3 Propose a source
Router applies a rule

Same topic, different next step

“Billing” after a department menu	Route to billing. No lookup.
“What does the fiber plan cost?”	Consult the public sales catalog.
“How much do I owe?”	Propose billing records. Check access first.

Where OpenAI fits

OpenAI supplied example answers during development. We checked them against saved labels and used the mistakes to revise the guide. Gemma then ran alone.

What would change the RAG instead?

Adding a new price sheet to the sales index changes what the system can retrieve. Changing when it should consult that index changes the router. We did the latter.

What the pilot proved

Local Gemma 2 2B matched all 12 practiced turns twice. Its weights did not change.
No lookup was executed. Performance on unseen conversations remains unverified.