The buyer's definition of resolved.

Your AI vendor bills per resolution, and its own system decides what counts.
Before you sign or renew, put the buyer's definition in the contract.

1 · A billed resolution counts only if it held up

01 The same customer made **no new contact about the same problem**, on any channel, within **7 days** of the conversation's last message.

02 **No refund or chargeback** was issued on the same order within **14 days**.

03 **No person took over** the conversation.

04 It was **charged once**, for **a real customer**: not an internal, test or spam conversation.

Anything else is not a resolution, and is not billable.

2 · The clause, for your order form

Definition of Resolution. For billing under this Order Form, a "Resolution" is a conversation handled by the AI agent that meets all of the following: (a) the end customer starts no new contact about the same issue, on any channel, within seven (7) days after the conversation's last message; (b) no refund or chargeback is issued on the related order within fourteen (14) days after that message; (c) no human agent takes over or replies publicly in the conversation; and (d) the conversation is with a genuine end customer and is not internal, test or spam traffic. A conversation may be billed as no more than one Resolution.

Records. For each billed Resolution, Vendor will provide the conversation identifier, the time it was billed and the outcome type, in a machine-readable export, within [10] business days of Customer's request. Customer may check charges against its own records, directly or through an independent party of its choosing.

Credits. Charges for conversations that do not meet this definition will be credited on the next invoice. Customer may dispute a charge within [90] days of the invoice date.

Changes. Vendor will give Customer at least [30] days' written notice of any change to how Resolutions are counted or priced. A change applies from the next renewal, unless Customer agrees in writing to an earlier date.

Numbers in brackets are yours to negotiate. Not legal advice: have your lawyer fit the clause to your contract.

3 · Beside the vendors' own rules

Each vendor's published rule, with the date we read it. Each checks inside one conversation, over hours. Customers who still have the problem come back days later, by email or phone, or ask for a refund.

VENDOR	COUNTS A RESOLUTION WHEN	SOURCE · READ
Fin $0.99 per outcome	The customer says it helped, or **goes quiet for 24 hours** after Fin's last answer. The charge comes off only if the customer returns **to the same conversation**.	Fin help center page dated Sep 17, 2026 read Nov 11, 2026
Zendesk current plans	Only a **verified resolution** is billed. Zendesk's own AI reads the transcript once the conversation ends: **2 hours** after the first message for messaging (up to 72), **72 hours** for email, at hang-up for voice.	Zendesk help center tiers since May 18, 2026 read Nov 11, 2026
Zendesk new outcome plans	The buyer sets an outcome budget and pays for issues resolved. **Zendesk grades each outcome itself.** No public definition yet.	Zendesk newsroom announced Nov 10, 2026 read Nov 11, 2026
HubSpot about $0.50 in credits	The agent replied with a source or took an action, and the visitor **did not ask for a person within 72 hours** of their last message.	HubSpot knowledge base page dated Sep 16, 2026 read Nov 11, 2026

Zendesk's new outcome plans have no public definition yet. That is the contract to negotiate with this clause. Vendors change these rules; standingcount.com/resolved keeps the current dated versions.

4 · Why these windows

01 **7 days, any channel.** A customer whose problem is not solved rarely returns to the same chat. They email, call or open a new chat a day or two later.

02 **14 days for refunds.** A refund on the same order is the plainest sign the answer did not hold.

03 **No person took over.** If your team finished the job, the AI did not resolve it.

04 **The same rule for every vendor.** Standing never sells AI, and no vendor pays us.

Want to know how your last bill measures up? The Standing Audit counts one month against this definition, from your own records. Free. Book a 15-minute walkthrough: standingcount.com