

Support Workflow Decision Note

For support management • Week ending 27 September 2026

Scope: Operator-level workflow statistics for one reporting week. Results use the audited usable-row rule described below.

Decision summary

Recommended interpretation: The pilot workflow is associated with materially lower average handle time than the current workflow in this dataset. Treat this as evidence to continue a controlled pilot and monitor outcomes—not as proof that the workflow caused the improvement.

- Pilot operators averaged **10.60 minutes** versus **12.60 minutes** for current-workflow operators.
- The estimated pilot-minus-current difference was **-2.00 minutes** (95% CI **-2.65 to -1.35**), exceeding the stated practical threshold of 1 minute in magnitude.
- Within the current workflow, longer tenure was moderately associated with lower handle time, but tenure alone explained only **27.6%** of observed variation.

Rows used

SOURCE ROWS	EXACT REPEATS	CURRENT USABLE	PILOT USABLE
124	2	48	72
Before audit exclusions	Duplicate copies removed	Distinct usable operators	Distinct usable operators

Inclusion rule: Keep one copy of records identical across all six columns; require nonblank operator ID and workflow and a non-null average handle time; trim and uppercase operator IDs before distinct counting. Two rows with missing average handle time were excluded.

Methods and results

QUESTION	METHOD	RESULT	MANAGEMENT READING
Workflow comparison	Descriptive statistics and Welch two-sided independent-samples t-test	Pilot mean 10.60 min (SD 2.28; n=72); current mean 12.60 min (SD 1.33; n=48). Difference -2.00 min; $t=-6.053$; $df=116.15$; $p=1.79 \times 10^{-8}$.	The observed difference is statistically clear and larger than the 1-minute practical threshold.
Tenure relationship in current workflow	Pearson correlation	$r=-0.525$; $n=48$.	Longer tenure is moderately associated with lower handle time.
Current-workflow prediction	Simple ordinary least-squares regression	Predicted handle time = 14.00 min - 0.10 min/month $\times$ tenure; $R^2=0.2761$; observed tenure 3–25 months.	Each additional tenure month corresponds to 0.10 minute lower fitted handle time, but most variation remains unexplained.

Residual check and caveats

- Regression residuals were centered near zero with consistent spread and no visible curvature or funneling. They formed four discrete bands from -1.5 to +1.5 minutes rather than a smooth normal shape.
- The data cover one reporting week and are observational. Workflow assignment, tenure, case mix, staffing, ticket complexity, and other factors may differ between groups; no causal claim is supported.
- The regression applies only to current-workflow rows and should not be extrapolated beyond the observed 3–25 month tenure range. The zero-tenure intercept is outside that range and is not operationally meaningful.
- Average handle time is only one performance measure. Before expanding the pilot, monitor resolution quality, repeat contacts, customer outcomes, and workload mix alongside speed.

Suggested next step

Continue the pilot under a controlled evaluation plan, balance or adjust for tenure and case mix, and predefine both speed and quality outcomes. Reassess after additional weeks to determine whether the observed advantage is stable and operationally beneficial.

All reported statistics use the same audited usable-row definition throughout.