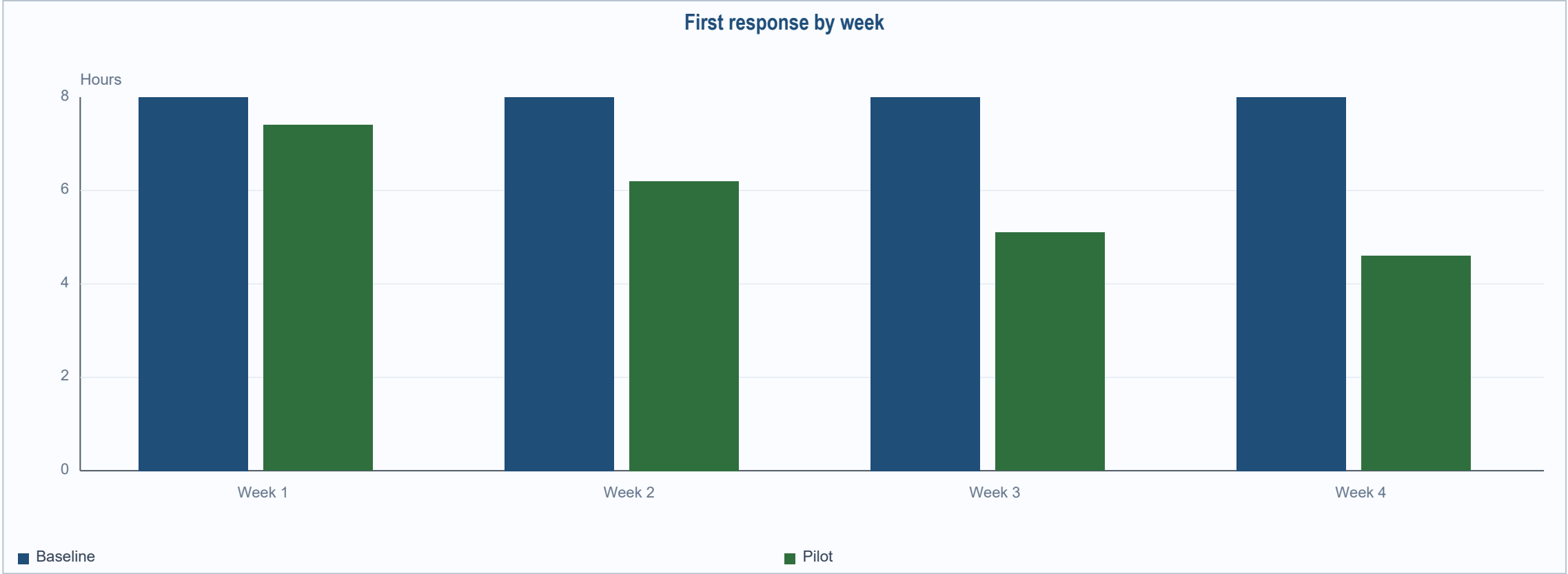


Pilot results: faster first response

Illustrative median response time in hours / lower is better



What the pilot does and does not tell us

Continue testing

First response improved.
Check resolution quality before
expanding the pilot.

Keep the limits visible

Four weeks are a short window.
Review workload mix and staffing
changes.