Approve Six-Week Support Extension

Pilot results point to improvement

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11 to 7 hours

Harbor ran a six-week customer support pilot with 12 agents and 480 tickets. Median response time moved from 11 to 7 hours, and customer satisfaction moved from 78% to 84%.

78% to 84%

These are pilot-period results only. They do not establish causality or a controlled experiment.

Pilot cost and measured gaps

The pilot cost AED 18,000. Overtime was unchanged.

Other spending and workloads were not measured, so the cost picture is incomplete. Resolution time was also not measured.

Interpretation is limited

The sample was small, and the ticket mix differed from the earlier period.

Because of those limits, the results should not be treated as proof that the same pattern would hold in a different mix or at larger scale.

Proposed six-week extension

Propose a six-week extension with the Operations Director accountable and an AED 18,000 budget ceiling.

This extension would test whether the observed response-time and satisfaction changes continue under the same stated constraints.

Board decision requested

Approve the proposed six-week extension, or decline it if the board wants more evidence before continuing. Do not approve a wider rollout yet.

Keep the extension decision separate from the pilot findings and limits already noted.