Pilot metrics (Member Services)

Period: 2027-06-08 to 2027-09-08 **Owner:** Chris Okada

Metric	Number	What it actually is
Tickets with Pallet Desk assist	4,812	Volume, not quality
"Accept draft" clicks	78%	Staff clicked Accept. Not scored for correctness.
Average handle time	Down vs prior quarter (Chris's dashboard)	No documented baseline method in this packet
Backlog age	Down	Same caveat
Classification accuracy	**Not measured**	No labeled sample by message type
Override rate	**Not reliable**	Overrides not consistently recorded
Complaints	Tracked in a **separate** Zendesk view	Not joined to Pallet tickets in this packet

Staff report faster handling. Leadership believes consistency improved. Those are **adoption** stories.

Operational adoption metrics are not automatically AI risk metrics. There is no evaluation of high-impact or prohibited categories. Do not invent ROI percentages.