Staff feedback excerpts (pilot pod)

Compiled 2027-09-12. Not a survey with a sampling plan.

> "The draft is good enough that on billing tickets I skim and send. If I read every sentence we lose the time we gained." (Agent 4)

> "I trust the yellow priority pip. If Pallet says Low I work another ticket first." (Agent 7)

> "Classifications look right so I don't change them unless the title is obviously medical." (Agent 2)

> "During Monday spikes I do not have time to argue with the category." (Agent 11)

> "I still rewrite anything that mentions a clinic or a symptom. Usually." (Agent 9)

> "Someone showed me you can paste the PDF text into the prompt when the summary misses the attachment. I did that once." (Agent 6)

No agent described a written override rule. Several described speed pressure.