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My team lead believes the change in our ticket pointing system will allow us to close more than half of the tickets midway through the work period. We can construct a right-tailed hypothesis test to model this assertion whereis the population mean ticket completion, is the null hypothesis which asserts there is no difference between the two pointing systems, and is the alternative hypothesis which adheres to the belief of my lead (Holmes et al., 2018).

If we want to be 95% confident that midway through a work period more than half of the tickets will be completed, we can select a p-value at 0.05 or 5%. However, we can still encounter errors. There is a 5% probability that we will reject the null hypothesis when there is no system difference; this is Type I error (Holmes et al., 2018). On the contrary, we can also commit Type II error, accepting the assertion that there is no difference between systems when the null hypothesis is false (Holmes et al., 2018).

References

Holmes, A., Illowsky, B., & Dean, S. (2018). *Introductory Business Statistics* (1st ed.). OpenStax.