Meeting Note & AI Extraction Report

1. Meeting Summary

Support and Operations Leads identified a lack of visibility into ticket SLA risks. The proposed solution is a unified intake form with auto-assignment logic and specific reporting metrics.

2. Action Items

- Create a draft of the single intake form.
- Define logic for auto-assignment based on categories.
- Set up a reporting dashboard for backlog and SLA breaches.

3. Requirements Candidates (Candidates DB)

- Single intake form (Priority, Category, Requester).
- Auto-assignment by category.
- Reporting: Backlog, Average Response Time, SLA Breaches.
- Support for file attachments.
- Audit history of changes.

4. Decision Entry

Scope Phase 1 to top 5 categories only. Rationale: Speed to market and data cleanliness.

5. Risk Entry

Risk: SLA Ambiguity. Mitigation: Schedule follow-up with Support Lead to define exact hours for "First Response".

6. AI Use Log

Task: Requirement Extraction. Verification: AI captured all 5 requirements. Human Adjustment: Priority of 'Audit History' moved to Phase 1.