

An AI-Assisted Decision Intelligence Tool

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Guided clarity for complex decisions: 480 cross-system status combinations, translated into one answer per case for a team of 12 — and a 2025 Spot Award for Innovation.

83%

cut in case resolution time,
30 → 5 minutes

480

status combinations mapped;
340 invalid, flagged instantly

12

staff trained to full adoption
in two sessions

2025

Spot Award for Innovation

The problem

A new security decision created 480 possible status combinations across three systems. For every case, staff opened all three, read each status, worked out how they interacted, and chose the right email in the right order — about 30 minutes a case, with roughly 20 interruptions a day to their manager. 340 of the combinations were invalid, and staff had no way to tell which.

What I built

- **Proposed it first**, got approval, then researched every status in every system.
- **Used ChatGPT** to reason through the logic and draft Excel formulas — without exposing confidential data — and verified the full 480-row matrix myself.
- **A form, not a table**: pick statuses from dropdowns and see what the case means, what staff and users do next, color-coded by urgency. Invalid states return “contact helpdesk.”
- **Deliberately stops short** of sending: it names the email template, so staff read and understand what they send.

Results

- Case time from 30 minutes to 5; daily questions from ~20 to 1–2.
- ~6 hours a day returned to the team; ~10 hours a week to leadership.
- Consistent guidance across all 12 staff, full adoption after two sessions.
- Still in use as the single source of truth, maintained as systems change.

Testing in the real world

WHAT HAPPENED	WHAT IT PROVED
Staff flagged “unrecognized” combinations	Genuine system glitches, routed to the helpdesk as designed
A security update made one invalid combination valid	Caught and corrected — the tool needs active maintenance

“It’s not possible to overstate what a game-changer this has been for us. Saves frustration, reduces wasted time, and reduces errors!”

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