DEVELOPER TOOLS · AGENT HANDOFFS

Spoolfen runs a messaging service that software teams use to pass work between agents, including requests to transfer support tickets.

Who should investigate a stalled handoff?

The problem

A transfer showed as delivered while the receiving desk still listed the old ticket owner. Support had to decide who should fix it and whether sending it again would assign the work twice.

What Rubrex checked

We traced 24 stalled handoffs across sender, queue and desk records. We checked each cause we named against an independent answer.

What the review found

We identified 19 of 24 stalls: ten in the queue and nine on the agent side. The independent check agreed on all 19. Five lacked enough evidence.

Recommended decision

Use the tracing method for support triage. Get the missing desk or queue records before assigning the remaining five.

Inside the report

Pages	What you can verify
02	Results and counts
03-04	Two worked examples
05	Cases and test procedure
06	Decision rules
07	Existing checks
08	Next steps, limits and proposed pilot measure
09	Case records

Bring a similar case

Describe a handoff that arrived but left the receiving team with missing or duplicate work.

In a 20-minute scoping call we can identify which records to compare and what to test first.

Email evals@rubrex.ai to discuss your workflow

RESULTS / METHOD PASSES

What the runs showed

We assigned 10 stalls to the queue and 9 to the agent. Every stated cause matched the independent answer.

19/19
Correct stated causes / 19/19 = 100.0%

5/24
Cause left open / 5/24 = 20.8%

0
Wrong diagnoses / Every stated cause was verified

Metric	Result	Cases counted
Correct cause	19/19 = 100.0%	Stalls with a stated cause
Cannot tell	5/24 = 20.8%	All signed stalls
Queue / agent	10 queue, 9 agent	Stalls with a stated cause
Unverified causes	0	Stated causes without an independent answer

Reading the results

Both observed rates met the signed limits. The accuracy range was 83.2–100.0%, so a larger set could still fall below the minimum.

What to inspect first

Compare H08-1 with H06-1. An unchanged ticket with logging enabled supports a diagnosis. A delivery delay with confirmation logging switched off leaves a gap.

WORKED FINDING / SPF-DT-B-1-PAST-H08-1

The queue delivered the request. The ticket stayed with intake.

The sender told support the ticket had changed hands while the desk still showed its original owner.

ON-TIME DELIVERY / AGENT CAUSE

Request

Transfer the ticket from intake to tier2.

Queue and desk

The queue delivered the request on time. The receiver recorded no application, and the desk still showed intake with zero writes.

Decision

Assign the stall to the agent. The recorded claim “Tier2 has your ticket.” conflicts with the receiving desk’s record.

Fix and retest

Trace the receiving worker through its save, then repeat the handoff and read the owner before the sender confirms it.

Reviewer note

Confirmation logging was enabled on this case. That makes the empty confirmation meaningful alongside the unchanged ticket.

WORKED FINDING / SPF-DT-B-1-PAST-H06-1

A late delivery still leaves an unanswered question

The queue delay was measurable, but the partner had no record of when it confirmed the save.

LATE DELIVERY / CANNOT TELL

Request

Move the ticket to onboarding and confirm when that desk has it.

Queue and desk

Delivery took 1465 seconds. A later read showed onboarding as owner, but the receiver had not logged its confirmation.

Decision

Record the delay and leave the cause open. The later owner cannot date the save against the sender’s claim.

Fix and retest

Enable timestamped confirmation on the receiving worker and repeat the handoff with the same message ID in both logs.

Reviewer note

Keep this stall in the coverage count. There is no stated cause to include in diagnosis accuracy.

SCOPE / DT-B-1

What the check covers

We inspected 24 known stalls from queue and agent failures. Each stall had an independently recorded cause for comparison after we made our diagnosis.

Unit of review

One case is one stalled handoff examined once from its message, queue history and receiver record.

Case group	What we check
Late delivery	Compare the first genuine delivery time with the send time.
No delivery	Check that the queue history covers the case through closure.
Premature completion	Look for an on-time delivery followed by a completion message before the desk confirmed the save.
No save after delivery	Check that confirmation logging was on and that the desk still held the old value.

Procedure

We joined the redacted sender, queue and desk records by message ID and wrote down a cause or the missing fact. We then compared every named cause with the independent answer.

Coverage boundary

The sample contains known stalls. It cannot tell support how often either team causes trouble in normal traffic.

FROZEN RULE / DT-B-1

How the verdict is assigned

The queue and partner agreed on the evidence needed to assign a cause before we inspected the tickets.

Queue cause

Delivery took more than 60 seconds, or a complete queue history showed no delivery through closure. Receiver confirmation evidence must be available.

Route a supported queue diagnosis to the queue team. Leave the cause open if the required evidence is missing.

Agent cause

Delivery was on time and the sender claimed completion before confirmation, or a checked ticket stayed unchanged with no recorded save.

Route a supported agent diagnosis to the partner. A missing confirmation field leaves the cause open.

Accuracy

At least 90% of stated causes must match the independent answer.

A lower verified rate fails the method. Withhold the accuracy decision if a stated cause lacks a reference answer.

Coverage

At most 25% of all signed stalls may be marked “cannot tell.”

A higher share fails the method and makes confirmation logging the first step in a receipt trial.

When the evidence is missing

A blank confirmation field or an uncertain clock order at the deadline means “cannot tell.” If reviewers disagree about the cause, compare the original queue and desk histories before scoring the diagnosis.

EXISTING CHECKS / DT-B-1

What the current checks catch

Spoolfen’s alert sees undelivered messages, and its retry key catches repeated sends. We also checked the sender’s words and what the receiving desk saved.

Check	Result
Undelivered-message alert	10/24 = 41.7% of stalls flagged
Repeat-send filter	0/24 = 0.0% flagged
Rubrex on assessable stalls	19/19 = 100.0% correctly diagnosed
Rubrex on assessable stalls both checks missed	11/11 = 100.0% correctly diagnosed

Read with care

The set contained no clean handoffs, so it supplies no false-alarm rate.

OPEN ITEMS / DT-B-1

Open items and owners

Item	Owner	Status
Supply timestamped save confirmations for the open stalls where logging was off.	Partner desk lead	Waiting on data
Recover the queue link for H14-1.	Queue co-founder	Waiting on data
Authorize the partner test desk and receiver records for the receipt trial.	Partner desk lead	Decision needed

Limits of this review

- The cause mix was chosen in advance and cannot represent the mix of support calls.
- Accuracy covers only named causes.
- Historical desk reads were taken after the case closed and cannot by themselves establish the time of a save.
- This method check does not authorize release of the applied receipt.

Proposed measure for a live pilot

Count duplicate desk actions per 100 retried handoffs. Match each request to its retries and the receiving desk’s saved changes.

RUN REGISTER / DT-B-1

Runs behind the totals

These historical stalls include queue causes, agent causes and every handoff for which the decisive record was missing.

Run	Outcome	Detail
SPF-DT-B-1-past-H01-1	Queue	Delivered 1116 seconds after sending.
SPF-DT-B-1-past-H02-1	Queue	Delivered 1047 seconds after sending.
SPF-DT-B-1-past-H03-1	Queue	Delivered 758 seconds after sending.
SPF-DT-B-1-past-H04-1	Agent	Delivered on time. Sender claimed complete before the receiver confirmed.
SPF-DT-B-1-past-H05-1	Cannot tell	No receiver confirmation log. Delivery took 50 seconds.
SPF-DT-B-1-past-H06-1	Cannot tell	No receiver confirmation log. Delivery took 1465 seconds.
SPF-DT-B-1-past-H07-1	Cannot tell	No receiver confirmation log. Delivery took 1 second.
SPF-DT-B-1-past-H08-1	Agent	Delivered on time. Receiver never confirmed applying it.
SPF-DT-B-1-past-H09-1	Queue	Never delivered.
SPF-DT-B-1-past-H10-1	Agent	Delivered on time. Receiver never confirmed applying it.
SPF-DT-B-1-past-H11-1	Queue	Delivered 478 seconds after sending.
SPF-DT-B-1-past-H12-1	Cannot tell	No receiver confirmation log. No delivery event.
SPF-DT-B-1-past-H13-1	Queue	Never delivered.
SPF-DT-B-1-past-H14-1	Cannot tell	No queue events linked to this handoff (missing link).
SPF-DT-B-1-past-H15-1	Queue	Never delivered.
SPF-DT-B-1-past-H16-1	Agent	Delivered on time. Sender claimed complete before the receiver confirmed.