

Small teams. Clearer incident handoffs.

A proposed incident-response service for small software teams that have customer problems, but no dedicated reliability team.

Service design proposal

Interactive assumption model

Built on disclosed prior work

THE PROBLEM HYPOTHESIS

The fix is only half the work.

A support report, an engineer's trace and a founder's customer reply often live in separate places. Signal Desk gives that handoff an owner, an evidence packet and a defined completion check.

This is a hypothesis to test with users. No customer interviews, revenue or measured time savings are claimed.

THE SERVICE PROMISE

One incident. One accountable handoff.

1. Capture the report and affected workflow.
 2. Attach redacted technical evidence.
 3. Assign a human decision owner.
 4. Verify recovery and close the loop.
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A service with explicit decision points.

01

Intake

Support records the affected task, observed symptom and a customer-safe summary. The founder sets urgency.

Output: incident card + named owner

02

Evidence

The engineer imports local traces in the existing Mantis workbench, removes sensitive details, and records observations.

Gate: owner checks the evidence packet

03

Decision

The owner chooses a proposed fix, rollback or escalation. Automated recommendations cannot authorize a change.

Gate: explicit human approval

04

Handoff

Compare the next run, record unresolved questions, and prepare a customer-safe update. Missing evidence stays unresolved.

Output: checked resolution + follow-up

The distinction

Signal Desk proposes an operating service around evidence. It complements error monitoring and helpdesk tools; it does not replace either, or promise an autonomous production fix.

Is the handoff worth improving?

Explore staff capacity under an illustrative scenario. These are editable assumptions, not measured product outcomes or guaranteed cash savings.

Incidents per month	12
Handling minutes per incident	90
Staff cost per hour (USD)	30
Hypothesized time reduction (%)	25
Hypothetical monthly price (USD)	49

CURRENT HANDLING CAPACITY

18.0 hours/month

HYPOTHETICAL RECLAIMED CAPACITY

4.5 hours/month

CAPACITY VALUE LESS PRICE

\$86/month

At these assumptions, the price equals 8.2 reclaimed minutes per incident.

Formula: incidents × minutes ÷ 60 × reduction × hourly cost, less monthly price. Reclaimed staff time becomes cash savings only if actual spending changes. Engineering implementation and onboarding costs are excluded.

A four-week pilot before a product promise.

Who and how

Recruit three willing small software teams. Week 1: observe their current workflow with consent. Week 2: run the handoff manually. Week 3: compare matched incident types. Week 4: review usefulness and willingness to pay.

Needed: one service designer, an engineer, consented sample incidents, a secure team workspace, and time from each team owner. No real incident data is collected by this presentation.

What to measure

- Time from intake to a named owner
- Handoff completeness and reopen rate
- Handling time by incident category
- Redaction mistakes and escalation failures

Record denominators and ranges. A tiny pilot cannot establish causal product impact.

Business hypothesis

A \$49/team/month self-service tier is a testable pricing hypothesis. Optional paid onboarding could fund setup time. Support labor, hosting, storage and acquisition costs must be measured before claiming profitable economics.

Stop or redesign if handoffs add work, evidence leaks, or teams cannot explain the proposed value.

An honest starting point.

Mantis is Amrit Lahari's existing browser incident-debugging project. Mantis Field Kit is a separate, earlier VoltHacks submission. Both are disclosed prior work. This Graphiques entry is the new Signal Desk service blueprint, operating model, pilot design and interactive capacity calculator, created September 11, 2026.

This page and calculator work today. Signal Desk's subscription service, customer integrations and pilot are proposals. AI assistance: OpenAI Codex helped develop the concept presentation, code and documentation; the calculator was checked with automated boundary tests and browser interaction tests. No personal understanding, user research or customer adoption is fabricated.

Explore the source and prior history ↗