Discount grid — 39 requests out of 47

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612 quotes · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The agent does not improvise a commercial gesture: it applies the one you wrote.**

What it is asked today, and why that is not a rule

Wording received	Occurrences	Why it is not enough
"Apply the usual discount"	21	Means 5 % on one service and 12 % on another
"They are a good customer"	16	Written nowhere
"The salesperson agreed"	10	States neither rate nor counterpart

The half page that is enough to delegate

Element to write	Example	Effect

Ceiling rate	**5 %**	**Bounds the agent**
Trigger conditions	**Volume, account age, term commitment, payment on delivery**	**Makes the discount checkable**
Who may go beyond	**Sales management**	**Defines what escalates**

Coverage of the 47 requests once the grid is written

Situation	Count	Handling time
Covered by the three conditions	**39**	**Within the minute**
Outside the grid, escalated	**8**	**As today**

> **Every discount granted carries the condition that triggered it.** After a quarter the real cost of the discount policy is known — **today, nobody knows it.**

For the company to write

Ceiling rate: _____ %

Trigger conditions: _____

Who may go beyond: _____

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