Six hundred and forty reports — eighty-four escalated

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Quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The queue is not sorted by number of reports.** Twelve reports can come from a disagreement; a single one can concern a serious message.

Situation	Messages	Escalated?
1 report	**412**	No, except third-party personal data
2 reports	**144**	No, same
3 distinct reports or more	**84**	**Yes**

The threshold is low and it counts distinct members. Three people who do not know each other reporting the same message are describing something; twelve reports from one group are describing a disagreement.

What sorting by volume would do

What would rise to the top	What would be buried
Controversies	**Emergencies reported once**
Divisive subjects	Serious messages seen by few

This morning's message

Element	Value
Reports	**12**
Distinct members	**11**
First report	**Saturday 2 p.m.**
Last report	Monday 6 a.m.
Time online	**40 hours**
Cause	**Queue worked on weekdays only**

> **The three-report threshold was reached on Saturday at 3.20 p.m.** The message stayed online for a further thirty-nine hours, not through a sorting error but because nobody was working the queue.

The two options, and what does not stand up

Option	Stands up?
A weekend on-call rota	**Yes**
Explicitly accepting nothing is handled Friday evening to Monday	**Yes**
Leaving the situation implicit	**No**

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