



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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