The morning batch — 190 requests

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

22 minutes of approval · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The coordinator does not read 190 requests one by one:** they arrive sorted, and only four call for a judgement. **Each one stays openable, with the protocol line applied.**

How the requests appear at 8.30 a.m.

Category	Volume	Action expected	Time
Protocol-compliant	**151**	**Batch approval, each one openable line by line**	**6 min**
To look at	28	**Fallback already proposed** — slot missing, document absent, practitioner on leave	11 min
Outside the protocol	7	**Already sent to their destination — for information**	1 min
Judgement calls	**4**	**Coordinator's decision**	4 min

Category	Volume	Action expected	Time
Total	**190**	—	**22 min**

The two stopwatches of this stage

Stage	Before	With the agent
Applying the referral protocol	**30 % of the time of a request to be directed**	**6 %**
Formatting the request	**25 % of the time of a request passed on**	**5 %**

The measure that does not move

Indicator	Quarter	Why
Referrals proposed	8,300	—
Referrals applied without human approval	**0**	**The agent has no write access to the diary**
Approvals logged	8,300	Who, when, on which protocol line

> **Zero is not a prudent setting that a busy day could loosen:** it is how the agent is wired in. It proposes, the front desk books.

What is proposed

Measure	What it changes	Decision

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Two batches a day, 8.30 a.m. and 2 p.m.	**62 requests arrive between 9 a.m. and 1 p.m.** and wait until the next day — they would be returned same-day	**The coordinator chooses between two short sittings and one long one**

For the centre to set

Batch times chosen: _____

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