



Four hundred and twelve rejects, seven genuine requests in a hundred

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **It is the one indicator an automatic sort never produces on its own.**

Indicator	Value
Incoming emails this quarter	2,840
Filed as unqualified	412
Opened by a human beforehand	0
Reread at random	100
Genuine requests among them	7

Nature of the seven

Origin	Count
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Existing client	3
Partnership approach	2
Prospect with a very short message	2

A qualification rate is easy to measure: you can see what gets through. The reject error rate can only be measured if somebody rereads what was thrown away — and nobody has any reason to.

What changes

Rule	Applied?
A sample of rejects reread every week	Yes
False-negative rate in the summary	Yes, beside the volume handled
Deleting a discarded message	Never

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