



Who decides what — three automatic actions

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Approved operating framework · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Three actions only run without being asked, they are named, and each is withdrawn in a word.**

Everything else goes through an adviser or through the mandate the company bounded.

The three automatic actions

Action	Trigger	Reversibility	What it produces
Recording every interaction in the CRM	End of the exchange	Withdrawn in a word	3,400 interactions a month, reasons at 100 %
Answering on approved reasons	Reason recognised	A reason leaves the list on a word	2,720 enquiries end to end

Action	Trigger	Reversibility	What it produces
Handing over to an adviser at the customer's request	Three approved wordings	—	174 handovers, 174 advisers with the thread

The automatic correction that works both ways

If a customer corrects a piece of information — address, phone, delivery preference — the record is updated and the change is flagged, old and new value side by side, with the message that grounds it. **Customer data never changes silently.**

What goes through a person, and how fast the file arrives

Decision	Who decides	Time for the file to be ready
Goodwill gesture outside the mandate	Customer service manager	Under 3 minutes
Delivery commitment	Adviser	Under 3 minutes
Particular situation	Named adviser	Taken in hand in 22 minutes on average
Gesture inside the mandate's bounds	Mandate	Executed in 3 minutes

What the log keeps

Element	Monthly volume	Use
Interactions	3,400	Channel, timestamp, reason
Commitments made	All of them	And what was kept
Decisions logged	All of them	Who handled it, who granted what, on what date

Element	Monthly volume	Use
Export	One click	An answer to a complaint in ten minutes, evidence in hand

And control stays with the company wherever it is: a web dashboard and supervision from a phone — **approving a reason, adjusting a cap or withdrawing the mandate takes one message.**

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