What is kept, what is never produced

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **No list of reviews "to be removed" exists.** Such a list rarely exists without eventually being used, and its very existence is a problem the day somebody finds it.

Item	Kept?	Why
The review	**Yes**	Retracing the path
The subject it describes	**Yes**	**That is what gets fixed**
Facts verified and their result	**Yes**	Justifying a reply
The reply prepared and its publication	**Yes**	Knowing what was said
The operational flag	**Yes**	**The link between a review and a fix**
Count per employee	**No**	**Would designate the person, not the problem**
Profile of the review's author	**No**	**They wrote a review, not signed a contract**

Item	Kept?	Why
Reputation score	**No**	**Makes what gets fixed disappear**
List of reviews to be removed	**No**	**Its existence is the problem**

> **The fifth item kept is the most useful: the link between a review and the fix it produced.** It is what allows saying, six months later, that the seven reviews about the Friday slot led to a dated change.

What the monthly summary contains

Content	What it indicates
Reasons for dissatisfaction by subject	**What gets fixed**
Reviews describing a verified operational fact	**A measurable defect**
Reply times	An organisation
Unanswered reviews	A backlog

To be set by the company

Retention period for reviews and their verifications: _____ months

Retention period for prepared but unpublished replies: _____ months

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-reponse-aux-avis-clients

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