Seven reviews, one slot

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

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3 weeks · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The reviews do not describe a perception: they describe a measurable fact already present in the company's own data.**

Element	Value
Reviews mentioning a wait	**7 in 3 weeks**
Concerning the Friday afternoon slot	**6 of 7**
Concerning the same delivery point	**5 of 7**

What your delivery data says

Slot	Average delay since 12/06	Matching reviews
Friday afternoon	**47 minutes**	**6**
Monday morning	6 minutes	0
Tuesday afternoon	9 minutes	0

Slot	Average delay since 12/06	Matching reviews
Wednesday morning	7 minutes	1
Thursday afternoon	11 minutes	0

Seven customers took the time to write what the dashboard was already showing. The slot has been identifiable in the company's data since 12 June; it was noticed only through the reviews.

Where the flag goes

Recipient	Why
Operations	**That is where the slot gets fixed**
Communications	**Not first — there is nothing to reply while it continues**

Why the seven replies go out after the slot is fixed, and what you gain by that

A templated reply about a real, unresolved problem shows on reading, and it gives the next reader the impression that the company replied without changing anything — which at this stage would be accurate. **Once the slot is fixed, the same reply says the problem is settled, and it then works for every reader that follows.** Publishing stays your word: the seven replies go out when you decide.

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