Seventeen reviews naming a person

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Quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration; people are shown by a letter. **No count per employee is produced**: an employee accumulating negative mentions is almost always the one handling the difficult cases.

Nature	Reviews	What is done
Positive, naming a person	**12**	**Passed to the manager**
Negative, naming a person	**5**	**Passed one at a time, with context**

A count would designate the employee as the problem when they are the place where the problem arrives. That holds for positive mentions as much as negative: the returns desk does not get the same reviews as the sales desk.

The 5 negative reviews, with their context

Review	Subject of the complaint	Order context

1	**A return refused**	**Out of time — compliant with your rules**
2	**A goodwill gesture refused**	**Compliant with your rules**
3	**A change refused**	**Order already shipped — compliant**
4	Tone perceived as curt	No element
5	Queue at the till	Peak period

Three of the five concern a refusal that complied with your own rules. Without the order context those three read as three service failures; with it, they raise a question about the rules and not about the person.

What is done and what never is

Action	Done?
Pass the review to the manager, with the name	**Yes**
Provide the order context	**Yes**
Count mentions per employee	**No**
Produce a ranking	**No**
Attach the review to a personnel file	**No**
Include these reviews in a summary	**No**

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

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

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