Three languages, nine countries

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By language: 8% to 13% · by country: 6% to 31% · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **With three languages all three are named: there is no average to hide in. It is the country the average hides.**

The language axis — all published

Language	Exchanges	Escalation rate
French	**8,060**	**8%**
English	**2,480**	**11%**
Spanish	**1,860**	**13%**
Together	**12,400**	**9%**

The country axis — the one that carries the gap

Country	Language served	Exchanges	Escalation rate

France	**French**	**6,900**	**6%**
Belgium	**French**	**780**	**19%**
Switzerland	**French**	**380**	**24%**
Ireland	**English**	**1,190**	**9%**
Netherlands	**English**	**760**	**12%**
Germany	**English**	**530**	**14%**
Spain	**Spanish**	**1,460**	**9%**
Mexico	**Spanish**	**260**	**28%**
Colombia	**Spanish**	**140**	**31%**

> **Mexico and Colombia weigh 400 exchanges, 3.2% of the volume, and 29% escalation between them.** A customer writing from Bogotá is **more than five times more likely to be badly served** than one in France — and the line "Spanish: 13%" did not show it.

Why that 31% is owned

Before the language / jurisdiction split	After
The Spanish rule was served in Mexico and Colombia	**The request escalates, it is not adapted**
The customer left with a wrong answer	**The customer leaves with the matter handed to a human**
Low escalation, eleven inapplicable answers	**Escalation at 28% and 31%, visible in the summary**

An escalation rate that rises because we stopped inventing is progress, not a fault.

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What is measured, on both axes

Measure	What it reveals
Escalation rate	**What leaves the scope**
Rephrasing rate	**It rises BEFORE escalation**
Turns before resolution	**The effort asked of the customer**

What is proposed, and costed

Action	State
Eleven missing rules for Mexico and Colombia	**Written, ready to review**
Systematic human review on those two countries	**Until the rate comes down**
Figure shown in the monthly summary	**Until then**
Dropping those two countries	**No: it would remove the figure, not the customer**

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-support-multilingue-2-3-langues

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