Three hundred and twelve "other", four subjects

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Half-year · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **"Other" is not a category, it is an indicator**: when it swells, the scheme has aged.

Period	Requests classified "other"
Previous half-year	**104**
Past half-year	**312**

What the 312 contain

Subject	Requests	Existed in the scheme?
New offer A	**61**	**No**
New offer B	**48**	**No**
Regulatory change	**44**	**No**

Subject	Requests	Existed in the scheme?
Complaint arising from a change of terms	**34**	**No**
Isolated subjects	**125**	—

> **Four new categories would take "other" from 312 down to 125.** That is the figure the agent supplies; the decision to create them is not its own.

What the agent supplies, and what is left to decide

Action	Done?	Why
Create the categories	**No**	**A category decides who works**
Reclassify the 187 into a nearby category	**No**	**That would be guessing**
Supply one sample request per subject	**Yes**	**So the decision rests on something concrete**

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-tri-et-routage-des-demandes

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