



Four hundred and twelve open requests, thirty-eight follow-ups

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **A closed request is a request that drops out of the chasing** — and if the reply missed the point, nobody will ever know.

Status	Requests
Carrying "reply sent", not closed	412
Of which the requester wrote again	38

Those 38 are the whole argument: closed, they would have come back as new requests, without their history, and the process would have started from zero.

What the agent writes instead of closing

Marking	Written?	Effect
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"Reply sent on [date]"	Yes	The request stays in the chasing
"Handled"	No	It would drop out
"Closed"	No	Same

Who can close

Who	Can close?
A person in the department	Yes
The requester, by confirming	Yes
The agent	No

The dashboard looks worse. It is accurate, which is not the same quality.

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