Three hundred and fifteen unclassified requests

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3,940 requests · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The unclassified rate is what stops the other 92% from being wrong.**

Handling	Requests	Share
Classified by the agent	**3,625**	**92%**
Unclassified, put in the visible queue	**315**	**8%**

Path	Average time to reach the right department
Unclassified, routed by hand	**Under 2 hours**
Misclassified, handed back	**11 days**

Two hours against eleven days: that is the whole gap between admitting you do not know and betting on the most likely category.

What a queued request contains

Element	Supplied?
What the agent understood	**Yes**
What it lacks to decide	**Yes**
The categories it considered	**Yes**
A guessed recipient	**No**

What the agent will always refuse

Request	Accepted?	Why
Bringing the unclassified rate down	**No**	**It would be wrong in silence**
Defaulting to the most frequent category	**No**	**Same**

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>
> 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-tri-et-routage-des-demandes

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