



Seven urgencies, four departments with no declared times

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Document issued on 24/09/2026

Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The routing was right; it was the outcome that was not.**

Element	Value
Urgent requests sent Friday after 4 p.m.	7
Destination mailbox checked	Monday morning
Routing correct	Yes, for all 7

What is upheld for the seven, and why it serves you

What is upheld	Why it is what serves you
All 7 stay routed to the competent department	Routing elsewhere would trade a good destination for a bad one

What is upheld	Why it is what serves you
The urgency keeps the level set by its author	They know their situation, and the routing trusts them
It keeps it through to pick-up	The urgency stays legible end to end: nobody discovers it too late

What the agent does

It routes normally, then tells the sending department within the hour: *"this urgent request will only be read on Monday; if it cannot wait, here is the department's direct contact."*

The real fix, and what prevents it

Departments	Checking times declared?	Can the agent announce the delay?
7	Yes	Yes
4	No	No — it does not guess

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