



Abandonments at the upload screen

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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118 abandonments · 3 weeks · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **This log is about screens, not people.** It exists to fix a form.

Screen	Abandonments	Share
Screen 1 — identity	9	8%
Screen 2 — circumstances	14	12%
Screen 3 — document upload	86	73%
Screen 4 — summary	9	8%

The 86 abandonments at screen 3

Situation	Count	Cause
At least one file failure	84	—
of which size exceeded	71	5 MB limit

Situation	Count	Cause
of which format rejected	13	Extension refused
No prior failure	2	Undetermined

Seventy-one abandonments out of a hundred and eighteen come from a size limit stated nowhere. That is not a digital-skills problem: it is an error message that does not say what to do.

What those residents did next

What followed	Count
Called the department	14
Wrote in	9
Did nothing	61

Sixty-one residents disappeared leaving no trace anywhere but this log. They are why help triggered on failure makes sense: at the moment of failure, they are still there.

What is proposed, and what still needs fixing

Action	By the agent	By the authority
Detect the failure in real time	Yes	—
Offer help in the chat	Yes	—
Fix the portal's error message	—	Yes
Raise the size limit	—	Yes, if you decide to

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encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.