



One slot, two hundred kilometres

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The agent did not guess the travel time**: an estimate by feel is wrong by a factor of two.

Element	What the agent could see
The 2 p.m. slot	Free
The 10 a.m. appointment	Present in the calendar
The location of the 10 a.m. appointment	Not usable
The distance between the two	Invisible

What is proposed, cheapest first

Proposal	What it allows
A dedicated "location" field in the calendar	The agent rules out any unverifiable slot

Proposal	What it allows
Failing that, a fixed margin set by the company	Applied without interpretation

What the agent does meanwhile

Step	Who	Time added
Propose a slot	The agent	—
Have it confirmed	The salesperson	~1 hour
Announce to the prospect	The agent	—

Indicator	Value
Appointments through this route	84
Conflicts avoided	3
Cost of one conflict	Half a day for two people

One hour of delay against three lost half-days across eighty-four appointments. It is the only calculation that justifies slowing down an arrangement sold on its speed.

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