



One sentence, three hundred and forty requests for a human

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2,100 calls · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Somebody who believes they are speaking to a human says things they would not say to a machine** — and they say them because they think someone can hear.

The first sentence, on every call

"Hello, you have reached [company]'s automated assistant. I can direct you or take your message; to speak to a person, just say so at any time."

What that sentence contains

Element	Present?
The word "automated"	Yes
What the agent can do	Yes

Element	Present?
The way out to a human, in the first sentence	Yes
A first name	No
A performed hesitation	No

What the agent refuses to say

Phrase	Used?	Why
"My name is [first name]"	No	It installs a person
"Let me see what I can do"	No	It performs an effort
"Hmm, let's see..."	No	It performs thinking

Indicator	Value
Calls	2,100
Requests for a human at the first sentence	340
Granted	340

That is not a loss: it is 340 people who did not spend four minutes with the agent first. And the agent says again that it is automated if the caller thanks it the way you thank a person.

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