# Four measures refused, three questions found

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Fictional document

**Fictional document — demonstration example**

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**Fictional document**, produced for demonstration. **The four classic call-centre indicators all push the same way: hang up faster.**

| Measure | Taken? | What it would produce |
|---|---|---|
| Calls received by hour and reason | **Yes** | A staffing level |
| Waiting times | **Yes** | An accurate announcement |
| **Abandons** | **Yes** | **People to call back** |
| Transfers not connecting | **Yes** | A line to fix |
| **Average call length per employee** | **No** | **The difficult call cut short** |
| **Calls handled per person** | **No** | **Same** |
| **Time between calls** | **No** | **Surveillance** |

| Measure | Taken? | What it would produce |
|---|---|---|
| **Transfer rate per person** | **No** | **An employee who no longer dares transfer** |

> **An employee measured on call length cuts short the difficult call, which is precisely the one that should have run long.**

## What is reported instead

| Indicator | Value |
|---|---|
| Transfers this month | **—** |
| **Share concerning three questions** | **38%** |
| **Answer existing in an opened document** | **None of the three** |

> **Those three questions occupy one person full time, and no counter brought them into view.** That is what a switchboard measured by reason reveals and one measured by employee hides.

> **Request a demo with your own documents**
> 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-ia-standard-telephonique-vocal

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deployment chosen.