



Unanswered transfers — 23 calls

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

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Planning department · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Callers are not named**. This list exists to get a handset answered, not to build a register of applicants.

Day	Calls transferred	Unanswered	Callback accepted	Callback declined
Tuesday afternoon	7	7	5	2
Wednesday	9	9	7	2
Thursday morning	7	7	5	2
Total	23	23	17	6

Twenty-three transfers, twenty-three silences. A handset that never answers is not a busy handset: it is one whose state needs establishing, and all three possible causes give the same symptom.

The three possible causes, and what would separate them

Hypothesis	What would confirm it	In my data?
Department absent	Rota or absence message	No
Misconfigured divert	Handset configuration	No
Handset unplugged or faulty	Line status	No

None of the three is verifiable from the call log. That is why the flag goes to the head of department AND the front-office manager: one knows, the other has to honour the callbacks.

Stated subjects of the 23 calls

Subject	Count	Handled at the switchboard?
Progress of a case	11	No — individual case
Documents for a prior declaration	6	Yes
Appointment with a case officer	4	Yes
Other	2	To be seen

Ten of the twenty-three calls could have been handled without the department. They were transferred because the caller asked for planning, not because the question required it. That is a routing setting, and it is adjusted after the handset is answering again.

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