Transfers to an officer — 59

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **No caller was held on.** That is the only statistic that matters in this document, and it appears at the top rather than in the conclusion.

Reason for transfer	Count	Delay before transfer
Explicit request for an officer	**47**	**immediate**
Three exchanges without understanding	12	≈ 1 min 20
Total	**59**	—

What the caller hears on pick-up

"… Town Hall, good morning. You are speaking to a voice agent. You may ask for a front-office officer at any time."

Five seconds. The mention of the voice agent is not at the end of the greeting: it is the second sentence, before any question.

The 12 transfers after three exchanges, by nature

Nature	Count	Solved by a better voice agent?
Query on an individual case in progress	**7**	**No — identification declined by phone**
Subject absent from the base	3	No — the base is what needs completing
Inaudible call	2	**No — noisy location**

> **None of the twelve is about comprehension.** Seven need an identification the authority chose not to perform by phone, three concern absent content, two are inaudible. Improving speech recognition would fix none of them.

What is passed to the officer

Element	Passed?
Stated subject	**Yes**
What has already been said	**Yes**
Reason for the transfer	**Yes**
Caller's identity	**No — not requested**

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> https://bluelemonagent.ai/en/secteur-public/solutions/agent-ia-standard-telephonique

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