Corrected routings — 214, then 36

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

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6.9 % → 1.1 % after reconciling the directory · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This is the figure the agent publishes about itself, and it is better that it come from the agent than from a service user at the counter.** It is given with its measured cause, what was done, and the following quarter.

The first quarter

Measure	Value	Share
Calls handled	**3,100**	100 %
Misrouted	**214**	**6.9 %**
of which due to an out-of-date internal directory	**171**	**80 % of the errors**
of which requests straddling two departments	43	20 % of the errors

The 171 errors due to the directory

What had changed	Errors	Since when

Sports department moved under the community life directorate	**78**	Spring organisational decree
Housing counter relocated to the municipal social action centre	**61**	Spring organisational decree
Revenue office installed on the first floor	32	Internal memo

It was not a listening error: the agent was routing faithfully on an organisation chart that had aged. **The cause sat in the authority's directory, not in the listening** — which is why it is corrected once and for all.

What was done

Measure	Effect
Nightly reconciliation of the internal directory with the organisational decrees	**A change of reporting line is taken into account the next day**
Straddling requests routed to the department that handles them most often	**With the other department named, in plain sight, for the officer taking over**

The following quarter

Measure	Quarter 1	Quarter 2	Change
Calls handled	3,100	3,260	—
Misrouted	**214 — 6.9 %**	**36 — 1.1 %**	**−178**
of which due to the directory	171	**0**	**The cause has gone, not merely the symptom**

The rule that holds everything else — say what you know, ask for the rest

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Situation	What the agent does	What it gives
A piece of information is missing	**It names the department that holds it and files the written request in its queue**	**148 missing items, 148 requests filed, 139 answers within five days**
An opening hour cannot be found	It never becomes “probably the same”	**Each answer that comes back becomes one more standard answer**
A call is disputed	**The record restates what was said, from which text, at what time**	**6,360 calls traced, 6,360 sourced**

> **The 43 straddling requests of the two quarters have become 6 written routing rules**, for the head of reception to review. **Of the 36 errors of the second quarter, 29 already fell within one of them.**

For the authority to settle

Chosen frequency of the corrected-routings record: _____

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> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-standardiste

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