



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 that does not flatter the agent, 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of which due to an out-of-date internal directory	171	80 % of the errors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
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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

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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