Appointment booking — 420 appointments of the quarter

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

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Booked during the call, on the open slots · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Appointments are booked only on the slots opened by the head of reception, never outside them. The service user hangs up with their slot, the list of their documents and a link to reschedule in one word.**

What the agent does during the call

Step	What is done	Who decides
Qualify the request	**Exact procedure, the person's situation, time to allow — 118 requests out of 420 initially aimed at the wrong department**	Rules set by the authority
Offer a slot	**With the competent department, on the open slots**	**The head of reception opens the slots**

Step	What is done	Who decides
Send the list of documents	Taken from the form in force	—
Remind the day before	Message with the documents and the rescheduling link	—
Leave the record with the department	**Purpose, situation, documents announced**	**The officer receiving the person opens a file already started**

The time this shifts, across the 1,680 appointments of the year

Item	Before	After	Who does it
Finding the department and the slot	**4 min 48 — 48 % of the time of booking**	**54 seconds — 9 %**	The agent prepares, the department receives
Second-round calls — “what do I need to bring?”	**340 a quarter**	**46**	**The list goes out with the appointment**
Annual gain	—	**109 hours**	**Time returned to the service users standing at the counter**

Missed appointments, and what changed

Measure	Before	After	What explains it
Missed appointments per quarter	**63**	**18**	**Reminder the day before and rescheduling link used 41 times**
No-shows on morning appointments	24 out of 63	**Reminder two hours ahead**	The most missed slot in the register

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Measure	Before	After	What explains it
Slots freed and reassigned the same day	—	**18 out of 18, 16 service users turned up**	**Waiting list called as soon as a slot frees**
Waiting time for an identity card appointment	**21 days**	**12 days**	**Capacity recovered inside the existing organisation, with no extra slot**

The three procedures that weigh the most

Procedure	Appointments a year	Why it comes first
Identity card and passport	**620**	**The waiting time most visible to service users**
School registration	340	Packed into six weeks of the new school year
Social action centre surgery	230	**Where a missing document keeps an entitlement waiting**
Sub-total	**1,190 out of 1,680**	**Seven appointments out of ten**

For the authority to settle

Appointment slots opened, department by department: _____

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