



Appointment booking — 420 appointments of the quarter

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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

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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