Nine articles — 61% of post-reading requests

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Articles are ranked by what they cost, not by their age**: three of the nine are less than six months old.

Article	Views/week	Requests after reading	Age	Profile
A	**60**	**14**	2 weeks	**Procedure changed**
B	44	11	8 months	Procedure changed
C	**82**	**9**	3 months	**Badly titled**
D	31	8	14 months	Procedure changed
E	**96**	**7**	5 months	**Badly titled**
F	28	6	2 years	Unreadable — 17 steps
G	19	5	11 months	Procedure changed
H	**71**	**4**	4 months	**Badly titled**

Article	Views/week	Requests after reading	Age	Profile
I	22	3	3 years	Unreadable

Profile	Articles	Nature of the defect
Procedure changed	**4**	**The article is wrong**
Badly titled	**3**	**The article is right and beside the point**
Unreadable	2	The article is accurate and unusable

> **The second family is the most interesting and the hardest to see.** Those articles are not wrong: the customer finds them, reads them, and leaves with the answer to a question other than their own.

What is provided for each

Element	Provided?
View count	**Yes**
Requests arriving after reading	**Yes**
Those customers' exact wordings	**Yes**
A proposed rewrite	**No**

Customer wordings are what is missing to fix a badly titled article: they say what the customer was actually asking at the moment they opened the page.

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> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-ia-support-client

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