Fifty-eight duplicate requests — 22 diverging

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **No automatic merge is performed**: two requests may cover two distinct aspects, and merging wrongly would make one disappear.

Situation	Cases	Consequence
Two identical answers	**36**	Redundancy
Two diverging answers	**22**	**Contradiction**
Total	**58**	—

It is the 22 that count. Redundancy irritates; a contradiction makes the customer conclude the company does not know — and it is in writing, so it can be quoted back.

How duplicates arise

Channel 1	Channel 2	Cases
Form	**Email**	**31**
Email	Phone then ticket	14
Form	Form, reference lost	**13**

The last 13 come from the customer themselves: they could not find their reference and reopened a request. That is not a lapse of care, it is a reference that is hard to find again.

What links them, and what does not

Element	Used for matching?
Customer account	**Yes**
Subject of the request	**Yes**
Name	**No**
Address	**No**

What is proposed

Action	When	What stays with the advisor
Flag to both advisors	**Before sending**	**Merging the two requests, if it applies**
Both threads supplied	Before sending	**Drafting the answer**

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