The question asked 41 times

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Since 03/08 · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The agent did not guess.** "Look in the Reports menu" is plausible and may be right — and a wrong answer applied by 41 people produces 41 unhappy customers with it in writing.

The question, in its most frequent form

"*Where has the export button gone?*"

Element	Value
Occurrences since Monday	**41**
Different wordings	**9**
Answer in the help pages	**None**
Answer in the release notes	**None**
Answer in the standard replies	**None**
Mention in the note of 31/07	"redesign of the reporting interface"

> **The release note says there was a redesign and does not say what it moved.** That is exactly the gap that produces 41 requests: the customer knows something changed, and not what.

What the 41 received

"*This question is going to the product team; you will have an answer within 24 h.*"

Element	Present?
Admission of not knowing	**Yes**
Time frame stated	**Yes — the one set by the company**
Approximate answer	**No**
"I believe that" phrasing	**No**
Actually escalated to product	**Yes**

What would bring the 41 to zero

Action	Effect	Who
One validated sentence of answer	**The agent answers on its own**	**Product**
One line in the release note	**Customers stop asking**	**Product**

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