



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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