Routing — 214 staff wordings, 8 queues

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Table run over 3,900 tickets before being proposed · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The table is not a hunch:** it was measured over the 3,900 level 1 tickets of the past year before being put to the helpdesk manager.

The cause of misrouting, measured

Finding	Value	Reading
Tickets misrouted first time	**41 % — 1,600 out of 3,900**	**The 8 queues are drawn around teams; the person calling describes a symptom**
“I can't print”	4 times out of 10 in the “workstation” queue	**63 % of those tickets belong to the print server**
After the table, over the trial quarter	**6 % — 58 out of 975**	**It was not a mistake by the technicians: it was a user's vocabulary meeting an organisation chart**

The table, measured before being proposed

Element	Volume	Result on the history
Staff wordings linked to a queue	**214**	Drawn from tickets actually filed
Last year's tickets run through the table	**3,900**	**3,665 would have been routed right first time, 235 not**
What is given for each wording	—	**Proposed queue, tickets concerned last year, share that had ended up elsewhere**

The two queues proposed, quantified

Proposed queue	Annual volume	Current situation	What is handed to the manager
Printing	**610 tickets**	**Split across three queues**	**Skills required and 40 sample tickets from last month**
Member municipalities' business applications	**340 tickets**	Cross two teams before arriving	Skills required and sample tickets

Creating a queue belongs to the helpdesk manager. What he is handed is the volume, the skills and the sample tickets: **the decision is taken on figures and in minutes, instead of waiting for the next committee.**

The effect over the quarter

Measure	Before	After
Bounces between queues	—	**1,542 fewer over the quarter**
Resolution time of a level 1 ticket	**1 day 4 hours**	**3 h 10**
Misrouting rate, month by month	9 % in the first month	**4 % in the third**

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The table completes itself: every routing correction made by a technician enters it. **Over the quarter, 58 corrections produced 41 new wordings** — a correction made once is never made again.

For the authority to settle

Queues created and go-live date: _____

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