



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

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

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

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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