



One call-out request, minute by minute

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Average over 1,920 timestamped requests · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The 40-minute figure comes from no market ratio**: it comes from the company's own timestamps over three months, and the measurement method is published below so that it can be challenged.

How the measurement is made

Measurement rule	What it avoids
Start: arrival of the message in the team mailbox	A start time set by hand, and therefore arguable
End: last action of the sequence in the ERP	A file counted as closed while it is still drifting
Nights and weekends stripped out	A file arriving on Friday evening counted as 60 hours
Any gap longer than 2 hours stripped out	A lunch break counted as work

The 40 minutes, step by step

Step	Tool	Duration	Reproducible identically
Read the request, find the client	Mailbox, ERP	6 min	Yes
Create the call-out file and qualify it	ERP	7 min	Yes
Attach the documents to the file	Document store	5 min	Yes
Hunt for an engineer's slot	Planner	8 min	Yes — the longest and the most mechanical step
Write and send the acknowledgement	Mailbox	4 min	No — it leaves the company
Judge the urgency, call, choose the engineer	Telephone	10 min	No — that is the trade
Total	—	40 min	26 min reproducible

The 4 minutes of the acknowledgement are not counted in the gain, even though they would be the easiest to claim. They carry an action that leaves the company: **they belong to a validation point or a mandate, never to an automatic saving.**

Requests that pass 24 hours with no answer

Finding over twelve months	Value	What it costs
Requests with no first answer within 24 h	17 a month	—
Of which arriving between 4 pm and 7 pm	11 out of 17	The round-completion slot — a queue, not a lack of diligence
Of which arriving on Friday afternoon	4 out of 17	Picked up on Monday, often too late

Finding over twelve months	Value	What it costs
Late requests with no follow-up over the year	38 out of 204	€22,040 at €580 average invoice

Verification proposed before anything is connected: the sequence is replayed dry on 40 real requests from last week, **writing nothing into the tools**, and the record is compared with the company's timestamps. **A wrong figure is discovered before connection, not after.**

For sales administration to set

Target for requests with no answer within 24 h, at the first month: _____

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