# One call-out request, minute by minute

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

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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 |



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| 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: _____

**Request a demo with your own documents**

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
https://bluelemonagent.ai/en/entreprises/cas-usage/agent-metier-orchestre-multi-outils-actions

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