Who decides what — three automatic actions

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Operating framework validated by the nine markets · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Three actions only run without being asked, they are named, and each is withdrawn in a word.** Everything else goes through a market manager, who receives it worked up within forty minutes.

The three automatic actions

Action	Trigger	Reversibility	What it produces
Answering on a reference article and a validated specific	Both exist and are current	**A specific is suspended in a word**	**6,790 answers a month, both sources cited**
Propagating a rewrite across the 9 languages	Reference article changed	**Publication freeze by the market, 48-hour right to object**	**41 updates, 0 language missed**

Action	Trigger	Reversibility	What it produces
Handing over to the local team	Wordings written by the 9 managers	—	**288 handovers, 288 granted**

The safeguard that works both ways

If a specific goes under review, the answer to the customer says so and offers a call back from the local team. That happened 11 times this quarter; all 11 customers had their confirmation the same day. Information being verified is not withheld: it is announced, with the date on which it will be confirmed.

What goes through a market manager

Decision	Who validates	Time for the file to be ready
A statement about a country-specific rule not yet in the register	**The market manager**	**File worked up within the second, answer in 40 minutes**
Creating or changing a specific	The market manager	**File worked up, eight markets side by side**
Goodwill gesture	The market manager	**Under 3 minutes**
Opening or closing a channel	The customer service director	Immediate

What the log keeps

Element	Monthly volume	Use
Exchanges	**7,400**	Market, language, channel
Sources cited	All of them	**Reference article and specific, with date and validator**

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Element	Monthly volume	Use
Handling	All of them	Agent or named person
Export	**By market, in one click**	**An answer to a distributor or a complaint in ten minutes**

And control stays with the markets, wherever they are: a web dashboard and supervision from a phone — **validating a specific, freezing a publication or closing a channel takes one message**, from their own country and in their own language.

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