Incident families — 23 families, 36,500 tickets

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

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Five years of closed tickets · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. **The 23 families are established by reading 36,500 closed incidents**, not by intuition: every family can be checked against tickets support actually handled and closed.

Why a written family changes the cost of an incident

Measured fact	Value	What it costs today
Share of an incident's time spent finding the precedent	**60 %**	**23 minutes out of the 38 an incident lasts on average**
Incidents belonging to a known family	**71 %**	5,250 of the 7,400 annual incidents
Incidents with no precedent at all	4 %	296 a year — handled in the « configurations » tab
Share of the time after go-live	**7 %**	**2 minutes 40 seconds — the diagnosis arrives with the ticket**

What an incident family contains

Element	Why it matters
Symptom as stated by the client	It is the only wording available when the ticket opens
Associated log traces	They separate two families that look alike to the eye
Configurations on which the symptom appears	**The shared point is often the cause**
Resolution that worked	With the number of times it worked
False lead ruled out	**The most useful item of all, and the one no knowledge base keeps**

The three heaviest families

Family	Incidents over 5 years	Dominant resolution	What characterises it
Slowdowns after a version upgrade	**2,140**	Aggregation cache purge	**Resolved 9 times out of 10 by the same action**
Night job overrunning its window	**1,780**	Restart of the interrupted job	**Only above 400 users**
Expired interface token	**960**	Token rotation	**The expiry date is known in advance every time**

> **Every family can be corrected with a single word: it is support's own material, set down clearly.** The 23 families are read over by the support manager before being applied to open tickets, and remain editable at any time.

For support to set

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Families to enrich first: _____

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https://bluelemonagent.ai/en/entreprises/cas-usage/agent-support-technique-avance-diag-resolution

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