What you keep

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

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Twelve months · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **Not reading and reading without replying are not fixed the same way.**

Item	Kept?	What it allows
Reasons drafts were corrected	**Yes**	**Bringing the 610 down**
Response times by request type	**Yes**	**Announcing a true lead time**
Threads with no reply and their age	**Yes**	**Catching them**
Messages never opened	**Yes**	**Separating automated from genuine**
Scope of mailboxes read	**Yes**	**Evidencing what is not read**
Anything describing those who write	**No**	**—**

The mailbox that is not read, and it is not a setting

Mailbox type	Handled?	Why

Shared service address	**Yes**	**Its purpose is known**
Personal mailbox	**No**	**It contains a person's life, and sorting means having read**

> **What that costs is real:** a customer writing to a salesperson on leave will get no reply. **They will wait for that person, and it is the right price** — the answer is a service address.

The two figures that look alike and have nothing in common

Finding	Value	Nature	Correction
Messages never opened over twelve months	**312**	**—**	**—**
Of which automated sends	**251**	**Noise**	**Filtering**
Of which genuine requests	**61**	**A sorting problem**	**Routing**
Threads read with no reply for over five days	**22**	**A workload or arbitration problem**	**Chasing**

For the company to settle

Thread age triggering a chaser: _____ days

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> https://bluelemonagent.ai/en/entreprises/cas-usage/assistant-e-mail-tri-brouillons-reponses

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