One thousand three hundred and forty notes, twenty-seven maintained versions

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Quarter · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. **The applicable note almost always exists**; what is missing is the path to it from a version.

What the product base weighs

Item	Count	What it implies
Product notes	**1,340**	Filed by product line
Product lines	**9**	**2 renamed since**
Maintained versions	**27**	Every note covers a range
Notes filed under a retired line name	**214**	**Unfindable by the name the customer knows**

This morning's request, end to end

Step	What was done	Duration
Symptom described	“The PDF export comes out empty”	—
Customer version	**4.6.2**, read from the installation record	**No question asked**
Note returned	**NP-812**, applicable from **4.5.0 to 4.7.3**	**Immediate**
Cause	Export template moved at the update	—
Case closed	Two clicks at the customer's end	**6 minutes**

> **The note was filed under the former product-line name.** A technician searching by the current name does not find it; nor does a customer searching by theirs. **The version, by contrast, never changes name.**

The twenty-three notes returned out of range

Measure	Before the fix	After the fix
Searches measured	**200**	**400**
Note not covering the customer's version	**23** — 11.5%	**0**
Pointless steps asked of the customer	**6**	**0**
Versions covered by no note	Handled as answers	**9, handed to second line with their range**

> **Sorting went by product line and symptom.** A product line says nothing about a version: the range declared at the head of the note decides, and that is what is read now.

What the quarter gives back

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Item	Arithmetic	Total
Searches in the product base	**1,240**	—
Median per search	**7 minutes**	—
Time given back	1,240 × 7 min = **8,680 minutes**	**More than 144 hours**
Base: 35 h a week	144 ÷ 35	**More than four weeks**

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