



Reset — the two conditions

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The two conditions are not brakes: they are what makes the step offerable.**

The two conditions

Condition	Wording	What it prevents
State what will be destroyed, by name	"This will erase your settings, your local history and your pairings"	A regret
Confirmation that repeats the loss	A "yes" to the sentence above	A reflex "yes"

A "yes" to "do you want to reset?" **is not informed consent.**

The effect of the two conditions

Indicator	Effect
Acceptance frequency	Down
Regrets afterwards	None

A reset solves a great many things — **which is precisely why it gets offered too early.**

What is checked before offering it

Check	This morning's finding
Does the symptom match an ongoing outage?	23 requests in 40 minutes, 23 different customers

The agent **does not know** it is a general outage: **it sees a coincidence that probably is not one, and says so at once** rather than have twenty-three people fiddle with their devices.

The asymmetric cost of error

Situation	Cost
Flagging a correlation wrongly	A few minutes lost
Not flagging a real outage	Dozens of customers fiddling for nothing

Over eleven months	Value
Correlations flagged	14
Of which wrongly	A few

For the company to settle

Simultaneous-request threshold triggering a flag: _____

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