Five per cent manual, so somebody knows

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **On the first day, nothing; by the third, nobody knows how to do it by hand.**

Case seen elsewhere	Value
Time automated before the breakdown	**18 months**
People able to do it by hand, at the start	**3**
Still on the task at the breakdown	**0**
Time to work out how to handle a case	**4 days**

> **The written procedure was not enough, since it omitted the real steps.**

What is put in place

Measure	Applied?

Manual route kept open	**Yes**
Share of cases handled manually, continuously	**5%, drawn at random**
Procedure updated from the real process	**Yes, informal steps included**

It is not a test: it is so that somebody keeps knowing how. A real cost, and insurance.

What is flagged at every incident

What could not be handled **and what is waiting** — never "the system is back up" alone: **recovery says nothing about the queue.**

> **Request a demo with your own documents**
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/entreprises/cas-usage/automatisation-des-processus-metier-bpa-ia

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