Peak of 28 November — 11,400 requests

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

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The day recorded hour by hour · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **A priority queue that gives way at the peak is not a priority queue: it is an intention.** The record below shows what the designated priority queue held through the busiest day of the year.

The day in figures

Measure	28 November	Ordinary day
Requests received	**11,400**	2,300
Hourly peak	**1,480 between 10 and 11 am, that is 24 a minute**	—
Handled by the four agents	**9,600**	—
Escalated to advisers	**1,800**	**The volume a site of 96 people absorbs**

The lead times held

Measure	28 November	Same day last year
First answer, written channels	**40 seconds**	—
Average telephone wait	**1 min 10**	**14 minutes**
“Installation within 72 hours” queue	**Under 4 minutes all day, peak included**	—

What the day cost last year, and this year

Measure	Last year	This year
Requests unanswered beyond 48 hours	**2,100**	**0**
Negative public reviews	**640**	**71**

Volume changes neither what the adviser receives, nor the fact that he receives it: the day's 1,800 escalations went out with their full thread, just like an ordinary day.

The drill proposed before the next peak

Element	Arrangement
Replay of 28 November as a drill	**In September, real volume replayed minute by minute**
Duration	3 hours, a Tuesday morning, outside production
Protocol	**Written, one page**

For the retailer to settle

Date of the replay drill: _____

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