Four specialised agents — 840,000 requests

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The year's split across five channels · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. *A specialised agent is an agent dedicated to one family of requests: it has its own content, its own rules and its own permissions, and it answers nothing else.* **Each request keeps the agent that took it, the reason it was routed there and its timestamp.**

The year's split

Specialised agent	Annual volume	What it covers
Routine questions	**372,000**	Opening hours, product availability, payment methods, return conditions, loyalty card
Order tracking	**248,000**	Delivery date, installation slot, change of address, parcel not received
Complaints	**138,000**	Damaged product, faulty installation, delay, invoicing
Technical	82,000	Assembly, spare parts, compatibility, manufacturer warranty

Specialised agent	Annual volume	What it covers
Total	**840,000**	**Across 5 channels**

The five channels

Channel	Annual volume	Particularity
Calls	310,000	Transferred to the site with the case open
Emails	250,000	Customer identified from the start
Chat	160,000	Linking asked in one question
Social media	**78,000**	**9 % of volume, 31 % of negative public reviews**
Web forms	42,000	Customer identified from the start

The time this shifts

Item	Before	With the system	What the time becomes
Handling routine requests	**65 % of advisers' time**	**8 %**	**96 advisers on 126,000 situations that matter instead of 840,000 requests**

This is not a headcount going down, it is a job changing: the same 96 people handle the situations that call for judgement, a gesture or a commitment, and no longer the 372,000 opening-hours questions.

What the supervision view shows above the four

Indicator	Per queue	Use
Volume waiting	Yes	Triggers reinforcement

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Indicator	Per queue	Use
Time to a useful first answer	**Yes, against the threshold**	**Alert to the on-duty supervisor**
Escalation rate	Yes	**A sharp rise signals outdated content**
Oldest requests	**Across all queues**	**A nine-day case costs more than ten one-hour cases**

> **840,000 requests out of 840,000 keep their routing reason.** A customer service figure you cannot explain is a figure you cannot correct.

For the retailer to settle

Indicators the management wants at the top of the supervision view: _____

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> https://bluelemonagent.ai/en/entreprises/cas-usage/systeme-multi-agents-de-service-client-a-grande-echelle

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