Supervision — four queues, four figures

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

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One screen for six supervisors · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Four figures per queue, not forty.** A dashboard you cannot read in ten seconds is not an operations dashboard.

What the supervision view shows continuously

Indicator	What it triggers	Why this one
Volume waiting per queue, and its movement over the hour	**Reinforcement**	It is the slope, not the level, that announces a queue about to slip
Time to a useful first answer per queue	**Alert colour and message to the on-duty supervisor**	**It is what the customer lives**
Escalation rate per queue	A content review	**A sharp rise signals outdated content, not a rise in difficulty**

Indicator	What it triggers	Why this one
Oldest requests, all queues	Immediate handling	**A nine-day case costs more than ten one-hour cases**

What a supervisor can do, and what is recorded

Action	Time to effect	Record
Change a queue priority	**One minute**	**His name and the time in the log**
Switch a queue to the site	Immediate	His name, the time, the volume concerned
Suspend content identified as wrong	Immediate	The content, the time, the rewrite request opened

The record is not there to watch the supervisors: it is there to reread a difficult day rather than comment on it. A queue decision taken at 10.20 am explains an 11 am curve.

What it changed for the six supervisors

Measure	Before	After
Time spent building reports by hand	**11 hours a week**	**1 hour**
Tools to reconcile	**3, which did not count the same way**	**1**
Side-by-side listening time with advisers	—	**+38 %**

The quarterly review proposed

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Measure	Arrangement	Reason
Revision of the per-queue thresholds	**Every quarter, against the values actually observed**	**A threshold that never moves describes the ambition of two years ago, not today's service**

For the retailer to settle

Thresholds chosen per queue after the first review: _____

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