



Routing — 312 letters in the week

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **No confidence score is produced**. A number between 0 and 100 invites the officer to trust without looking; the quoted passage can be checked in two seconds.

Result	Count	Share
Routed with a quoted passage	287	92%
Escalated to the mailroom	25	8%
Total	312	100%

The 25 escalated are not failures. They are the letters that needed a person to see them, and forcing a routing decision on those 25 would have produced costly errors instead of a waiting time.

What decides the routing, in this order

Signal	Reliability	Letters routed on it
Case reference	Highest	134
Stated subject	High	81
Terms in the body	Medium	64
Sender known to an open case	Low on its own	8

The order matters: a letter carrying a case reference is never routed on its wording. The most reliable signal wins, and weak signals never decide alone.

What accompanies every routing decision

Element	Provided?
Proposed department	Yes
Exact passage that decided it, highlighted	Yes
Signal used	Yes
Confidence score	No — deliberately
Correction possible without justification	Yes

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