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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> https://bluelemonagent.ai/en/secteur-public/solutions/tri-indexation-et-routage-du-courrier-entrant

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