# Eleven letters — what was missing

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Fictional document

**Fictional document — demonstration example**

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**Fictional document**, produced for demonstration. **These eleven letters are in the mailroom, not in a bin.** A letter the agent cannot attach goes to a person, with what the agent was missing.

| Cause | Count | What was missing | What would fix it |
|---|---|---|---|
| Handwritten, barely legible | **4** | Reliable reading of the body | Nothing — a person reads better |
| No reference, no address | **3** | Any anchor at all | Nothing — the letter is too vague |
| Two subjects, two departments | 2 | A single recipient | **A human decision** |
| **Vocabulary absent from the taxonomy** | **2** | **A taxonomy entry** | **Two words to add** |

**Nine of the eleven cannot be fixed by the tool.** An illegible handwritten letter, or one with no anchor at all, belongs to a person — and saying so avoids promising a

> routing rate that will never exist.

## The last two — the taxonomy to complete

| Term used by residents | Occurrences this month | In the taxonomy? | Scheme meant |
|---|---|---|---|
| "mobility pass" | **7** | **No** | Scheme opened in June |
| "solidarity travel support" | **4** | **No** | The same |
| "travel voucher" | 3 | No | The same, another scheme's term |

Three ways of naming the same scheme, opened in June. The mail taxonomy did not follow the launch: that is not a reading failure, it is a gap between what the authority launched and what its sorting can name.

## What is proposed

| Action | Expected effect | Decided by |
|---|---|---|
| Add a "mobility support" entry | **14 letters a month routed straight away** | **The department** |
| Attach the 3 resident terms to it | All three spellings recognised | The department |
| Leave the other 9 with the mailroom | **No forced routing** | — |



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Legal notice (in French): bluelemonagent.ai/mentions-legales

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

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