



RUNNING EXAMPLE

Lendari applies this card to Margaux, its after-sales agent (maturity N2), owned by Camille Roussel (DDAO).

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1 THE PILOT

STARTING FRACTION

10 % of support requests, from 05/26 to 06/09.

2 THE STEP-UP CRITERIA (← ACF-05) · ALL REQUIRED TO MOVE UP

AUTONOMOUS RESOLUTION

70 % required. 64 % on 06/03: the step is not cleared.

SATISFACTION (CSAT)

4.2 out of 5 required. 4.4 achieved.

FIRST-RESPONSE TIME

Under 2 minutes required. 1 minute 30 achieved.

ERROR RATE

Under 2 % required. 1.3 % achieved.

3 THE STEPS

RAMP-UP

10 % on 05/26, 30 % on 06/09, 60 % on 07/07, 100 % on 09/01.

4 ROLLING BACK

FALL-BACK CONDITION

On 06/05, a spike of errors: back from 30 % to 10 % the same day, FAQ fixed, resumed on 06/09.

GOLDEN RULE

Lendari stepped back one notch before climbing again, without debate.

You enter production along a ramp, not with a switch.