



RUNNING EXAMPLE

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

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1 CONTINUOUSLY · THE ALERTS COME TO YOU

SIGNALS

€100 cap reached, error rate above 2 %, escalation above 30 %.

WHO WATCHES

The tooling raises the alert; Léa Fontaine steps in only on alert.

2 EVERY MORNING · A FEW MINUTES

YOU CHECK

Every morning at 9: the 6 indicators, yesterday's escalations, the ambers.

AN AMBER

On 06/02, escalation at 36 %: noted as information, thresholds refined, no sanction.

3 EVERY WEEK · A SHORT REVIEW

YOU RE-READ

Every Monday, 10 % of the week's decisions, written reason required since 10/31.

4 IF IT CROSSES THE LINE · A REFLEX DECIDED IN ADVANCE

RULE

Stop first, analyse afterwards.

MARGAUX CASE

On 06/05, a spike of errors: stopped in 3 minutes, cause found in 2 days, an FAQ gone stale.

You do not supervise an agent by watching it, but by having set in advance what raises the alert.