



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 TRIGGERS · THE AGENT ROUTES, IT DOES NOT GUESS

- ✓ Above €100 Margaux hands over: 214 cases in September.
- ✓ Outside level 1 support: open dispute, flagged fraud, mediation.
- ✓ Low confidence: Margaux says so to the customer rather than guess.
- ✓ Dispute words: lawyer, formal notice, distress.
- ✓ Cases listed as non-delegable by the constitution (ACF-04).

2 THE ROUTING

TO WHICH HUMAN

Léa Fontaine, customer service manager, named in the mandate.

MESSAGE TO THE CUSTOMER

"An adviser is taking over your case. You will have an answer within 4 working hours."

THE HANDOVER

The adviser receives the full exchange, the reason for escalation and Margaux's recommendation.

An escalation that leaves the customer without an answer is worse than no escalation at all.