



INCIDENT LOG (EXPRESS POST-MORTEM)

Detect → root cause → fix

LEVEL Operational
DURATION 1 h 30 - 2 h 30
USE Running an agent
TRACK Toolkit

RUNNING EXAMPLE

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

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1 DETECTION

DATE / TIME

06/05/2026, 14:12

SIGNAL

Error rate at 4.1 % over 2 hours, 23 off-topic answers.

2 IMMEDIATE RESPONSE

ACTIONS TAKEN

Margaux stopped, switch to human support, holding message to the customer.

DURATION

4 hours, from 14:12 to 18:20.

3 ROOT CAUSE · NOT THE SYMPTOM

SYMPTOM

Off-topic answers about delivery times.

ACTUAL CAUSE

The FAQ had not been updated after the carrier change of 06/01.



RUNNING EXAMPLE

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

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4 👁 DATED FIX · ONE OWNER PER ACTION

ACTIONS

Enrich the FAQ, Léa Fontaine, 06/15. Alert on any carrier change, IT, 06/30.

5 ✓ RECOVERY

RESUMPTION

On 06/09 at 10 % of requests, after re-reading 50 decisions.

RESULT

Error rate back to 1.3 % by 06/16.

A governed agent still has incidents; each one leaves a trace, finds a cause, receives a follow-up.