# 2017 site file — 34 documents rebuilt

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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5 sources, 40 seconds, 3 interventions found · fictional document

**Fictional document — demonstration example**

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

**Fictional document**, produced for the demonstration. **The file is rebuilt during the call**, in the reading order that lets the client be answered without a call-back. The account manager of the time has left the company; **what the company knows about the site no longer depends on him.**

## The three facts that answer the client's question

| Fact | Value | Source | What can be said on the phone |
|---|---|---|---|
| **Handover of the works** | **08/06/2017**, two reservations cleared on **21/07/2017** | Clearance record, site file repository | “Handover was accepted on 8 June 2017 and the reservations cleared on 21 July” |
| **Equipment good-working-order warranty** | **Two years from handover — expired since 08/06/2019** | Works contract, file repository | “That particular warranty has expired” |

| Fact | Value | Source | What can be said on the phone |
|---|---|---|---|
| **Maintenance contract** | **Running**, tacit renewal, next expiry 31/12 | Contracts, department file repository | **“You are covered by the maintenance contract”** |

## History of the fault described

| Intervention | Date | Subject | Basis |
|---|---|---|---|
| Ticket 2021-0417 | 03/2021 | Noise on the level 2 unit | Under contract |
| **Ticket 2021-1188** | **10/2021** | **Motor replacement** | **Invoiced** |
| Ticket 2022-0233 | 03/2022 | Adjustment after replacement | Under contract |

**What it changes in the call:** the technician no longer says “I will call you back”. He says **“we have already been out three times on that unit, the last in March 2022, and you are covered by the maintenance contract”**. **Same information, available nine minutes earlier** — and that is the difference between a reassured client and a client who calls your management.

## The 34 documents and where they come from

| Source | Documents found | Nature |
|---|---|---|
| Site file repository | **18** | Contract, drawings, records, as-built file |
| After-sales ticketing tool | **7** | Three interventions and their reports |
| Department file repository | 5 | Maintenance contract and its amendments |
| Intranet | 2 | Warranty note applicable at the time |



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| Source | Documents found | Nature |
|---|---|---|
| Design office document management | 2 | Revisions of the construction drawings |
| **Total** | **34** | **Brought together in 40 seconds** |

## The item it empties, in after-sales

| Measure | Whole company | After-sales alone |
|---|---|---|
| **Searches ending with a question to a colleague, before** | **35 %** | **61 %** |
| After | **6 %** | **The department works on sites it did not build — it was the one most dependent on other people's memory** |

## What is flagged without being asked

| Finding | Volume | Why it is flagged |
|---|---|---|
| **Maintenance contracts expiring within four months** | **23 out of 190** | Renewal is prepared, not endured |
| **of which with no visit for more than eighteen months** | **7** | **Those are the ones a competitor takes over at renewal** |

> **The agent contacts no client and books no visit:** it produces the dated list, and **the after-sales manager decides the order.**

## For Ventaline to settle



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Order in which the 23 expiries are handled, set by the after-sales manager: _____

**Request a demo with your own documents**

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-de-la-connaissance-dentreprise

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.



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