# Three hundred and twelve tickets, one hundred and four hours

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

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18 months · 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 demonstration. **The answer is right: it works.** That is what makes the defect invisible.

| Indicator | Value |
|---|---|
| Tickets describing the same symptom | **312** |
| **Receiving the same four-step answer** | **312** |
| **Average handling time** | **20 minutes** |
| **Cumulative time** | **104 hours** |
| **Period** | **18 months** |
| **Reports to whoever owns the tool** | **0 before this morning** |

> **The helpdesk works all the better for the problem lasting:** every ticket is closed satisfactorily, the time is excellent, and the faulty tool appears in no indicator.

## What the agent does, and does not

| Action | Done? | Why |
|---|---|---|
| **Give the workaround** | **Yes** | **It saves twenty minutes today** |
| **Stop giving it** | **No** | **Withdrawing it would fix nothing** |
| **Count** | **Yes** | **It is what was missing** |
| **Send the counter to the helpdesk** | **No** | **They do not own the tool** |

104 hours over eighteen months is six hours a month — which is why they show up in no indicator.

> **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-tickets-helpdesk-it

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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