Two hundred and eighty-nine reopenings

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

Document issued on 09/11/2026

4,210 tickets · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **The requester's silence is not agreement.**

Situation	Tickets
Reopened after automatic closure	**289**
Having to explain everything again	**212**

Why somebody does not reply

Reason	Counts as agreement?
On leave	**No**
Worked around the problem	**No**
The solution did not work and there was no time to explain again	**No**

What the agent does instead of closing

Element	Effect
"Solution proposed on [date], no reply"	**The ticket stays open**
Removed from active queues	**It no longer appears in the times**
History kept	**The person finds their ticket**

Chasing

Chase	Done?	Why
One	**Yes**	**They may not have seen it**
A second	**No**	**They need their ticket left open**

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-de-tickets-helpdesk-it

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