



Identifying the original order — the five routes

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

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601 requests matched out of 620 · 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. Every file states **which route found the order** and how certain that route is. The adviser therefore always knows whether they are reading a fact or a match.

The five routes, from the most certain to the broadest

Route	What it asks of the customer	Certainty	Share of the 601 matches
Marketplace order number	The number in their confirmation e-mail	Certain	29 %
Product serial number	A photo of the rating plate	Certain	24 %
Account e-mail + reference + date window	Nothing beyond what they have already written	Strong — a single candidate in 9 cases out of 10	31 %

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Route	What it asks of the customer	Certainty	Share of the 601 matches
Parcel tracking number	The carrier's delivery e-mail	Strong	11 %
In-store till receipt	A photo of the receipt	Strong	5 %

When two candidates remain — a customer who bought the same reference twice, for instance — **both are shown to the adviser with their dates**. The agent does not choose: the choice changes the applicable warranty term, so it belongs to a human.

Result over the last full month

Sales channel	Requests	Order matched	Rate	Of which on the first message
Online store	301	298	99 %	92 %
Marketplaces	192	182	95 %	78 %
Shops	127	121	95 %	71 %
Total	620	601	97 %	84 %

What is done with the 19 unmatched requests

Action	Volume	Measured effect
Short message to the customer — 2 items asked for, with a visual example	19	13 identified in under 24 h
Provisional file opened, marked "order not found"	19	The adviser does not repeat the search
Grouped escalation to the manager, once a day	6	10 minutes of review instead of 19 searches

The gain that shows at the till: finding the original order accounted for **50 % of handling a return, it now accounts for 7 %**. The first reply to the customer goes out in **3 hours** instead of **2.4 days** — including on the 19 unmatched files.

Recording serial numbers at dispatch — product families to start with: _____

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