Identifying the original order — the five routes

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

Document issued on 09/11/2026

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 %

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**

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

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: _____

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-sav-retours-garanties

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.

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales