The files that stay human

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Five families, 31 files a month 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. These files are not set aside: they are **spotted on arrival and escalated built**, that is, with the order found, the term cited and the outcomes quantified. **They therefore reach a human faster than the others, not slower.**

The five families

Family	Monthly volume	Escalation time	What comes with the file
Product safety — burn, fire, injury, electric shock	2	**Within the minute**	**List of customers who bought the same batch**
File already in dispute, or mention of a lawyer, association or mediation	4	Within the hour	Full dated history of exchanges

Family	Monthly volume	Escalation time	What comes with the file
Out of warranty, long-standing customer	**11**	Same day	**Purchase history and customer value over 3 years**
Amount above the mandate (€60) or above €300	9	Same day	The three quantified outcomes
Customer explicitly asking for a human	**5**	**Within 10 minutes**	**Everything already gathered — they do not tell their story twice**

What the agent reads is what the customer asks for — and it stays with that: it does not infer a customer's state of mind from the way they write in order to sort its replies. **When a word signals a wish to speak to a person, it provides one** rather than interpreting: the **5 explicit requests this month** reach an adviser **within 10 minutes**, with the whole file already gathered.

What the spotting changed for advisers

Before	After
These 31 files were spotted mid-handling, often at the end of the day	**They are spotted on arrival and handled first**
The adviser rebuilt the history themselves	The dated history is attached
A safety report could wait for the inbox to be sorted	**It goes to the manager within the minute — the one action the agent cannot switch off**

> **Monthly review proposed:** read these 31 files with the manager. The agent brings the tightened version of the escalation rule, **already run over the past month** — the rule is tuned on real files read together, not by guessing it in advance.

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Date of the next review of reserved files: _____

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