The documents expected from the customer, reason by reason

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1 back-and-forth in 5 down to 1 in 25 · 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. The lists below do not repeat what the terms of sale require: they set out **what actually proved enough to close a file without reopening it**, rebuilt from 21,400 files. **A document required and never used costs a back-and-forth for nothing.**

The lists, reason by reason

Reason for return	Documents expected	Decisive document	Median time to close
Failure on first use	Rating plate · display or indicator light · date of first use	The date of first use	**1 day**
Damage on unpacking	Sealed parcel if available · product · **inner packaging**	**The inner packaging — missing in 62 % of reopened files**	2 days

Reason for return	Documents expected	Decisive document	Median time to close
Failure after several months	Serial number · symptom · **date it appeared**	The date it appeared, which determines the regime	3 days
Wrong reference delivered	**Parcel label**	One single document	**12 minutes**
Missing accessory or part	Photo of the parcel contents · order no.	The photo of the contents	4 hours

What produced the gain is not the list, it is the example. Every document requested comes with **a visual showing what it looks like** — where the rating plate sits on a vacuum cleaner, what must be visible in a photo of inner packaging. Customers happily send the right photo when they know which one is wanted.

The measured effect over one month

Indicator	Before	After	Effect
Files going back and forth	**1 in 5** — 124 a month	**1 in 25** — 25 a month	**99 back-and-forths avoided a month**
Second carrier shipment	€9.80 each	—	**€970 a month · €11,640 a year**
Adviser time spent re-requesting documents	20 h a month	≈ 0	**20 hours given back**
Delay experienced by the customer on a back-and-forth file	+ 2.1 days	—	One fewer reason to complain

> **The next step proposed:** add the same list, with its visuals, to the **return form on the website**. The documents then arrive with the request and the first back-and-forth disappears entirely.

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Legal notice (in French): bluelemonagent.ai/mentions-legales

Reasons to add to the website form first: _____

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.