# Sixty-one per cent against eighty-nine

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Fictional document

**Fictional document — demonstration example**

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**Fictional document**, produced for demonstration. **Customer service gets the call as the window expires, that is, when nobody can do anything about it.**

| 2-hour window announced | Share |
|---|---|
| **Met** | **61%** |
| **Delivered within the following hour** | **28%** |
| **Later or the next day** | **11%** |

| Window recomputed on real times | Value |
|---|---|
| **Width** | **3 hours** |
| **Met** | **89%** |

**Three hours met beats two hours missed four times in ten** — and that is checkable with customers, not an opinion.

## What is flagged in the morning

When the day's plan shows a window will not be met, customer service is told **then and there**: warning at 9 am beats noticing at 4 pm.

## What you gain by announcing three hours

A three-hour window, computed on your real times, is **met 89 times out of 100**; the two-hour window announced because it reassures is met **61 times out of 100**. **You move from 61% to 89% of promises kept**, and the call that used to come in as the window expired no longer comes. **The width announced to the customer stays your commercial decision**: the agent gives you its price, measured.

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-planification-logistique-tournees

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.



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