AI disclosure and handover to an adviser

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What the customer sees, and what one word gets them · 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 European regulation on artificial intelligence has required, since 2 August 2026, that anyone interacting with an AI system be informed of it, unless it is obvious.** The disclosure is built into the welcome message on every channel and it is logged.

The disclosure, channel by channel

Channel	Where the disclosure appears	Language
Chat	**Welcome line, before the customer's first message**	Browser language
Email	**At the top of the first reply, plus the customer service signature**	Language of the message received
Phone	**Welcome sentence, before any question**	Caller's language

Handover to an adviser

Element	Content	Effect
Words recognised	**“an adviser”, “a person”, “someone”**	**Immediate handover on all three channels**
Display	**Permanent reminder on chat**	**A customer who knows they can step out stays in more willingly**
What the adviser receives	The full thread, the reason, the history	**The customer repeats nothing**
Over the month	**174 handover requests**	**174 advisers with the thread in front of them**

What the disclosure produced on satisfaction

Type of exchange	Score out of 5	Reading
Exchanges announced as automated	**4.3**	**What counts for the customer is the answer and the speed**
Exchanges held by an adviser	4.4	The gap is one tenth of a point
Exchanges involving a particular situation	**4.7**	**The highest score in the service**

For the customer service manager to approve: the wording of the three welcome messages, already written in the house tone. **They change on a word, and the change takes effect on all three channels at once.**

> **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-relation-client-omnicanal

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