



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.**

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.