2,720 enquiries handled end to end — by reason

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

80 % of the month's 3,400 enquiries · 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. **Every answer is drawn from a company source** — order ERP, product sheets, returns policy — **and the table below states which one, reason by reason.**

The reasons handled, and their source

Reason	Monthly volume	Source of the answer	What the customer gets
Order and delivery tracking	**1,190**	ERP, live	**Tracking number and estimated date**
Product questions	640	Product sheets	Answer and link to the page
Invoice, credit note, duplicate	410	ERP	**Document regenerated and sent within the minute**

Reason	Monthly volume	Source of the answer	What the customer gets
Address or delivery slot	290	ERP, while the order has not shipped	**Change applied and new date confirmed**
Returns and exchanges	190	Approved returns policy	**Label issued, refund on receipt**
Total	**2,720**	—	**80 % of the 3,400 enquiries**

What immediacy changes

Measure	Before	After
First-contact resolution	**61 %**	**84 %**
Share of adviser time on routine enquiries	**50 %**	**8 %**
Pre-purchase questions raised the same day	The next day	**118 a month**
Orders arising from those conversations	—	**61 a month, average basket €240**

The proposed extension

Extension	Volume	What the agent does	What the adviser does
Quotes for orders above €1,500	**90 a month**	**Quote built from the ERP**	**Reads it over and sends it**
Current lead time	2 days	—	—

How it works: each reason joins the list of instant treatments once the customer service manager approves it, **and leaves it on a word.** The list is a setting, never a fixture.

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

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

---

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.