Who decides what — three automatic actions

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Approved operating framework · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Three actions only run without being asked, they are named, and each is withdrawn in a word.** Everything else goes through an adviser or through the mandate the company bounded.

The three automatic actions

Action	Trigger	Reversibility	What it produces
Recording every interaction in the CRM	End of the exchange	**Withdrawn in a word**	**3,400 interactions a month, reasons at 100 %**
Answering on approved reasons	Reason recognised	**A reason leaves the list on a word**	**2,720 enquiries end to end**

Action	Trigger	Reversibility	What it produces
Handing over to an adviser at the customer's request	Three approved wordings	—	**174 handovers, 174 advisers with the thread**

The automatic correction that works both ways

If a customer corrects a piece of information — address, phone, delivery preference — the record is updated and the change is flagged, old and new value side by side, with the message that grounds it. **Customer data never changes silently.**

What goes through a person, and how fast the file arrives

Decision	Who decides	Time for the file to be ready
Goodwill gesture outside the mandate	Customer service manager	**Under 3 minutes**
Delivery commitment	Adviser	**Under 3 minutes**
Particular situation	Named adviser	**Taken in hand in 22 minutes on average**
Gesture inside the mandate's bounds	**Mandate**	**Executed in 3 minutes**

What the log keeps

Element	Monthly volume	Use
Interactions	**3,400**	Channel, timestamp, reason
Commitments made	All of them	**And what was kept**
Decisions logged	All of them	**Who handled it, who granted what, on what date**

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Element	Monthly volume	Use
Export	One click	**An answer to a complaint in ten minutes, evidence in hand**

And control stays with the company wherever it is: a web dashboard and supervision from a phone — **approving a reason, adjusting a cap or withdrawing the mandate takes one message.**

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-relation-client-omnicanal

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