Three channels, one conversation

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Email, chat, phone — one month of activity · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Omnichannel is not being present on several channels: it is holding a single conversation across them.** This attachment gives, channel by channel, what the past month produced.

The month, channel by channel

Channel	Volume	First-reply time	What changes
Email	1,900	**14 h → 4 minutes**	**612 enquiries arrive between 7 p.m. and 8 a.m.: answered the same evening**
Chat	900	Immediate	**Mid-conversation drop-off 23 % → 7 %**
Phone	600	Answered immediately	**Customer identified by number, thread on screen before pick-up**
Total	**3,400**	—	—

Moving from one channel to another

Situation	Before	With the single thread
From chat to phone	The customer starts again	**The conversation carries on**
From email to chat	Order number asked for again	**Order already loaded**
From phone to email	No trace of the call	**The call is in the thread, with its summary**

The proposed opening order

Rank	Channel	Why this order	Timing
1	**Email**	**The gain in speed is most visible there: 14 h → 4 min**	Immediate
2	Chat	The volume feeds the answer base	+15 days
3	Phone	**Opened once the first two channels have fed the base**	+30 days

Setting: each channel opens and closes independently of the other two, on a single setting, with no interruption of service. **The share of adviser time spent on routine enquiries goes from 50 % to 8 %.**

> **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.

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