Retention periods and purge log

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Four periods proposed, automatic purge · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The periods are set by the company, reason by reason, and the purge runs on its own at the deadline**, with a log stating what was deleted and when.

The four periods proposed

Type of exchange	Period	Starting point	Why this period
Order tracking	**3 years**	Delivery	**The length of the retailer's commercial warranty**
Complaints and goodwill gestures	**5 years**	Closure	**Can be produced if a case is disputed**
Chat with no order attached	13 months	Last message	No evidential stake
Call recordings	6 months	Call	**And only where they are switched on**

What the purge has already given back

Effect	Value	Benefit
Interactions deleted at take-on	**41,000**	Older than the periods retained
Size of the base	**−19 %**	**Correspondingly faster searches**
Log	Volume and date	**Proof of execution**

Customer requests about their own data

Request	Monthly volume	Before	Now
Access to the full file	**6 to 9**	Half a day each	**4 minutes, readable file, every channel and every order**
Correction	Included in the volume	Manual	**Applied and logged**
Erasure	Included in the volume	Manual	**Executed and logged**

Proposed monthly statement: what has been purged, what is coming due, and the customer requests handled. **A period changes on a word, and the change applies to the past as well as the future.**

> **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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