



CRM in sync — channel, timestamp, reason

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

Document issued on 24/09/2026

3,400 interactions recorded every month · 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. **A timestamp is the exact date and time, to the second, of every message and every reply.** With the channel and the reason, it makes a customer service measurable — and a reason you can see is a reason you can fix at source.

What is written on every interaction

Field	Content	Use
Channel	Email, chat or phone	Reading the journey
Timestamp	To the second, message by message	Measuring reply times
Reason	The company's own classification	Filled in on 100 % of interactions against 46 % before
Order concerned	From the ERP	Cross-reference with product and warehouse

Field	Content	Use
Summary	Three lines	A colleague picks up without reading everything
Commitment made	With its due date	Shown at the top of the thread and recalled the day before
Who handled it	Agent or named adviser	Continuity of the relationship

What complete entry brought to light

Finding	Volume	Share of customer service	Follow-up
Reason “leg or fixings missing on delivery”	214 a month	6.3 %	Cross-referenced with references and warehouse
Three sofa references	61 % of those 214	—	Passed to the logistics manager with the detail
Reasons previously filed under “other”	54 % of interactions	—	Reclassified under your own scheme

The time shifted

Task	Before	After	What remains
CRM entry	30 % of adviser time	4 %	Reading over the summary on cases the adviser held

Proposed monthly statement: the top ten reasons, their volume, their handling cost and their automatic cross-reference with the product reference and the warehouse. **A reason fixed at source costs once, instead of 214 times a month.**

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.