



Single customer thread — 214,000 interactions attached

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

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18 months of exchanges, 62,000 customers · 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 single thread is everything a customer has written or said to you, in order, whatever the channel.** This attachment states what the take-on of the last 18 months attached, and what the thread gives back to the adviser and to the customer.

What the take-on gathered

Source	Interactions	Period	Attachment key
Shared inbox (email)	119,000	18 months	By address and order number
Website chat module	58,000	18 months	By signed-in account and order number
Telephony	37,000	18 months	By calling number and CRM record
Total	214,000	—	62,000 customers

Channel switching, measured

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Finding	Value	What it was costing
Customers who switched channel mid-enquiry	1 in 3, i.e. 21,000	Story told 2.1 times on average
Enquiries this month from a customer already seen within 30 days	1,130 out of 3,400	As many rebuilds done again
Share of an adviser's time spent rebuilding	55 %	Brought down to 6 %
Equivalent across 9 advisers	—	Close to 4 posts given back to handling

What the thread shows, and where

Element	Content	What it is for
Timeline	Every channel, newest first	The exchange resumes where it stopped
Commitments made	At the top of the thread, with their due date	1,340 complaints in 18 months were about a commitment lost from view
Attached orders	From the ERP, live	The tracking number without changing window
Who handled it	Agent or named adviser	Continuity of the relationship
Location	Inside the CRM, exactly where advisers already look	No extra tool to open

Proposed go-live: the customer service manager reads ten rebuilt threads of their own choosing, the ones they know by heart. **The single thread opens to the 9 advisers as soon as they approve it, with no migration and no change of tool.**

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.