



A real case — the journey rebuilt across three channels

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Eight days, four interactions · 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. The case below is that of an invented customer who used all three channels in eight days. **It shows what the adviser used to see, and what they have in front of them now.**

The timeline, as it appears

Date and time	Channel	Content	What is recorded
Monday 3rd, 9.14 p.m.	Email	Sofa delivered with a leg missing, photo attached	Order number recognised automatically
Tuesday 4th, 9.02 a.m.	Email	Part identified in the ERP, available within 5 days	Delivery commitment placed at the top of the thread
Thursday 6th, 2.40 p.m.	Phone	Asks for the fitter to come back	The adviser had read the exchange before picking up

Date and time	Channel	Content	What is recorded
Monday 10th, 11.27 a.m.	Chat	Dispatch tracking	Answer from the ERP in three seconds

Before and after, on the same situation

Step	Before	With the single thread
Tools opened by the adviser	3 windows	1 page
Order number	Asked of the customer again	Recognised
Time between picking up and the first useful answer	2 min 40	20 seconds
Facts restated by the customer	Twice	Never
Tuesday's commitment	To be found in the inbox	Shown at the top, with its date

What showing commitments corrects

Measure over 18 months	Value	Treatment
Complaints about a commitment made on another channel	1,340	Commitment shown at the top of the thread, alert the day before it falls due
Complaints of the same kind, over the quarter followed	11	Alert live on all three channels

What this attachment demonstrates: the value of the thread is not technical but comes down to one thing — **the customer told their story once, and the commitment made on a Tuesday evening is still visible the following Monday.**

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.