Seven apologies drafted for signature

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **They are well-formed, appropriate to the context, and that is exactly why they get signed.**

Wording used	What it does
"We are sorry for this error"	**Says there was an error**
"We acknowledge this failure"	**Acknowledges a fact**

In a case that may become a dispute, that sentence is evidence — written before anybody established the facts.

What is written instead

"*Your order did not arrive on the announced date. Here is what I can do now, and here is what is being passed on.*" — **the customer gets an action, not a formula.**

What goes to a human, and in what state

Case	Passed on?	What comes with it
Anything calling for an acknowledgement	**Yes**	**Apology drafted in both languages, to approve in one click**
A goodwill gesture	**Yes**	**Factual finding and case history**
An explanation of what happened at the company's end	**Yes**	**Timeline of the exchanges**

Measure	Value
Apologies drafted and handed over for signature	**7**
Satisfaction on those exchanges	**Unchanged**

What customers wanted was what came next, not the formula.

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-support-multilingue-2-3-langues

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