Twenty-nine answers, twelve complaints

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

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Fictional document

Fictional document — demonstration example

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Rule stated	Correct in its own country?	Applicable to the customer?
Cooling-off period	**Yes**	**No**
Warranty length	**Yes**	**No**
Refund method	**Yes**	**No**

The 29, language by language

Language of the answer	Rule served	Customers concerned	Count
French	**French rule**	**Belgium, Switzerland**	**14**
Spanish	**Spanish rule**	**Mexico, Colombia**	**11**
English	**Irish rule**	**Netherlands, Germany**	**4**

Language of the answer	Rule served	Customers concerned	Count
Total	**—**	**6 countries**	**29**

> **What was missing was not in the sentence: it was in the fact that the customer is not subject to the same rules.** Three languages served, **nine countries of residence**: cutting the number of languages does not cut the number of bodies of law.

The separation that fixes it

Element	Determines what
The customer's language	**How the agent answers**
The declared country of residence	**What the agent can answer**

A French-speaking customer in Belgium gets an answer in French, based on the rules applicable in Belgium.

Outcome for the 29	Count
Complaints after the gap was noticed	**12**
Customers who said nothing	**17**

The seventeen silent ones are the worrying figure.

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

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