Forty-eight customers, thirty-one acceptances

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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 demonstration. **They write in a language that is not theirs, often because they assume we do not speak theirs.**

Finding	Value
Customers writing in English although Spanish is served	**48**
Turns before resolution, in a second language	**5.2**
Turns before resolution, average	**3.8**
Gap	**+36%**
Accepting to continue in Spanish	**31**
Turns before resolution after switching	**3.9**

> **In a second language, people describe a problem less well, understand an answer less precisely, and give up sooner.**

Why three languages make the assumption more common

A customer who does not see their language announced **concludes it does not exist**. The three languages served are therefore announced **in the very first message, in all three** — the only way to remove the assumption at source.

What the agent does, and does not

Action	Done?
Announce the three languages served at entry	**Yes**
Offer, once, without pressing	**Yes**
Switch language unprompted	**No**
Infer the language from nationality	**Never**
Infer the language from the delivery country	**Never**
Infer the language from the name	**Never**

Having a language imposed is unpleasant precisely for the people it is meant to accommodate.

Retention

The preference holds **for the duration of the exchange**, no longer: it does not have to become a permanent attribute of a file.

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Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

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

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