



Three languages, nine countries

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

Document issued on 24/09/2026

By language: 8% to 13% · by country: 6% to 31% · 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. **With three languages all three are named: there is no average to hide in. It is the country the average hides.**

The language axis — all published

Language	Exchanges	Escalation rate
French	8,060	8%
English	2,480	11%
Spanish	1,860	13%
Together	12,400	9%

The country axis — the one that carries the gap

Country	Language served	Exchanges	Escalation rate
---------	-----------------	-----------	-----------------

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.

France	French	6,900	6%
Belgium	French	780	19%
Switzerland	French	380	24%
Ireland	English	1,190	9%
Netherlands	English	760	12%
Germany	English	530	14%
Spain	Spanish	1,460	9%
Mexico	Spanish	260	28%
Colombia	Spanish	140	31%

Mexico and Colombia weigh 400 exchanges, 3.2% of the volume, and 29% escalation between them. A customer writing from Bogotá is **more than five times more likely to be badly served** than one in France — and the line "Spanish: 13%" did not show it.

Why that 31% is owned

Before the language / jurisdiction split	After
The Spanish rule was served in Mexico and Colombia	The request escalates, it is not adapted
The customer left with a wrong answer	The customer leaves with the matter handed to a human
Low escalation, eleven inapplicable answers	Escalation at 28% and 31%, visible in the summary

An escalation rate that rises because we stopped inventing is progress, not a fault.

What is measured, on both axes

Measure	What it reveals
Escalation rate	What leaves the scope
Rephrasing rate	It rises BEFORE escalation
Turns before resolution	The effort asked of the customer

What is proposed, and costed

Action	State
Eleven missing rules for Mexico and Colombia	Written, ready to review
Systematic human review on those two countries	Until the rate comes down
Figure shown in the monthly summary	Until then
Dropping those two countries	No: it would remove the figure, not the customer

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the 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.