



Morning watch — 4 flags

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

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08/08/2026 · three languages, nine countries · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No customer is named, no origin is inferred.**

#	Flag	On what	Handling
1	29 answers accurate and inapplicable	12,400 exchanges	Language / jurisdiction separated
2	Escalation 8% to 13% by language, 6% to 31% by country	3 languages, 9 countries	Quality published on both axes
3	48 customers writing in English although Spanish is served	Turns of phrase, formats, address	Offered once, without pressing
4	7 apologies made on the company's behalf	Answers sent	Passed to a human, ready to sign

The three languages served, and the nine countries where they are read

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.

Language	Country of residence	Exchanges over twelve months
French	France · Belgium · Switzerland	8,060
English	Ireland · Netherlands · Germany	2,480
Spanish	Spain · Mexico · Colombia	1,860
Together	9 countries	12,400

The contact channels retained

Channel	Exchanges	What is carried across
WhatsApp Business	4,900	Language offered, country declared
Website chat	3,700	Language offered, country declared
Email	3,800	Language offered, country declared
Exchanges that changed channel mid-thread	214	The thread is picked up, the customer explains nothing twice

What the agent guarantees on every exchange

What the agent guarantees	What you gain
Every rule is given for the customer's own country, never carried over from another	You avoid the answer that is accurate and inapplicable — the one that comes back as a complaint two weeks later
The contractual document is sent in its original version, the one that governs	The customer reads what binds you: no translation can be held against your contract
The apology is drafted, ready, and goes out the moment you approve it	An apology acknowledges a fact: this one binds the company when the company decides, without keeping the customer waiting

What the agent guarantees	What you gain
The language is offered then confirmed by the customer, never inferred from their name	The relationship does not open on an offensive mistake, and the chosen language holds for the rest
A language switch is offered, and applies as soon as the customer accepts	The customer picks their language in one word and the thread carries over — as it did for the 214 exchanges that changed channel with nothing to explain twice

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