Comments — 60 sorted

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

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55 replies ready, 5 for a human · 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. **An automatic reply to a well-founded complaint does more damage than silence.** The 5 escalated cases are waiting for a project manager, not a template.

The sort

Nature	Count	Handling	Source of the answer
Product questions	**31**	Reply drafted + link to the page	**Advertiser's spec sheet**
Compliments and shares	13	**Short thank-you, no sales follow-up**	**Answering a compliment with an offer is the surest way to lose it**
Price enquiries	11	Directed to the quote form	Cerault doesn't publish prices — **3 of the 11 became quote requests**
Escalated to a human	**5**	**No reply sent**	2 delivery complaints, 1 compliance question, 2 reasoned negative comments

Nature	Count	Handling	Source of the answer
Total	**60**	**55 ready, 5 for a human**	—

The delay, which is the whole subject

Measure	Before	With the agent
Average time to reply to a comment	**Next day, 4 p.m.**	**Reply ready 20 minutes after the post goes live**
Comments left unanswered	1 in 4	**0**

Twenty minutes is the window in which a comment is still read by the people who saw it. **A reply the next day answers one person; a reply within the hour answers everyone reading the thread.**

What is proposed, and what stays for approval

Family	Regime proposed	Reversibility
Product questions, compliments, price enquiries	**Sent within 20 minutes once approved as a family**	**Withdrawable in one word, at any time**
Complaints, compliance, negative reviews	**Always a human**	Not delegable

For the agency to settle

Families whose replies may go out unreviewed: _____

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Legal notice (in French): bluelemonagent.ai/mentions-legales

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/secteurs/agent-ia-agences-communication

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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.