



Customer-service escalation — what is sent

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

Document issued on 24/09/2026

6 complaints · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The holding reply ships without approval** — it commits nothing and **prevents the second comment, the one saying nobody ever answers.**

The file sent for each complaint

Element	Content
Full thread	Comment, replies, reactions
Order number	When given publicly
Public history with the brand	Second complaint in three weeks for one of them
Holding reply posted	"We've seen your message, customer service will reply within 24 hours"

The two priority cases

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.

Case	What changes its nature	Reach
Product received damaged, public photo	No longer a complaint, a reputation matter	340 views in 2 days
Threat to report the brand	Outside customer service's remit	—

The delay

Indicator	Today
Average gap between comment and customer-service pick-up	2.6 days
On a complaint with a public photo	Every day counts double

For the studio to settle

Escalation deadline per type of message: _____

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