



Reply templates — 4 categories

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To approve once and for all · 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. **Until these templates are approved, no reply goes out automatically.** It is approving the template that authorises the automation, not asking for the triage.

1 · Hours and contact details

"Hello, our offices are open Monday to Friday, 8:30 am to 12:30 pm and 2 pm to 6 pm. You can reach us on ... or at ... " — **source: your contact page, updated 12/01/2026.**

2 · Duplicate invoice

"Hello, please find attached a duplicate of invoice no. ... dated ... " — **source: your invoicing software. The duplicate is attached automatically; no amount is recalculated.**

3 · Order tracking

"Hello, your order no. ... is ... It was despatched on ... " — **source: your order tracking.**
If the status is missing or ambiguous, the message comes back to you instead of being answered.

4 · Call-back request

"Hello, your request has been passed to ... who will call you back within 48 working hours."
— **source: your sales organisation. This template creates an obligation: it is only offered together with the 48-hour chase that goes with it.**

The case with no template

Stated delivery lead time. Your documents state 72 hours. Your last six months average 9 days, with 18% of despatches beyond 14 days.

☐ correct the document to days · ☐ keep 72 h and handle exceptions case by case
· ☐ other:

14 messages have no prepared reply because of this single point. Answering 72 hours would be false; answering 9 days would commit the company to a lead time it has never stated. This is not a drafting question, it is a commercial decision.

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.