



1,240 questions — 370 handed to a person

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

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Quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **"In principle, you are entitled to..." is the most dangerous wording on this page**: it is right on average and wrong for the person reading it.

Handling	Questions	Share
Handled, with the document cited	870	70%
Handed to a person	370	30%

The 370, by reason

Reason	Questions	What would fix it
Individual situation	142	Nothing — it is a case file
No answer in your documents	104	Write the answer
Calls for a decision	63	Nothing — it is a judgement
Stop	61	Nothing — it is a referral

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Only 104 of the 370 shrink through documentation. Presenting the 370 as a target to reduce would lead the agent to answer on individual situations and on stops — precisely where it must not answer.

What accompanies every answer

Element	Provided?
The document	Yes
The article	Yes
The document's date	Yes
The passage quoted	Yes
A rewording with no source	No

The date is given because a 2019 agreement and a 2024 agreement are not quoted the same way — and because an employee who reads the date knows whether to ask for confirmation.

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.