Three hundred and twelve abandons, no callbacks

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Last month · 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 abandoned call leaves no trace on the business side, and so is deemed never to have happened.**

Wait before abandoning	Calls
Under 1 minute	**62**
1 to 3 minutes	**70**
3 to 5 minutes	**104**
Over 5 minutes	**76**
Total	**312**

Indicator	Value
Caller's number recorded	**289**

Indicator	Value
Called back	**0**
Appearing in any dashboard	**0**

> **One hundred and eighty people waited more than three minutes and then gave up.** The daily list makes them visible from tomorrow morning — time, wait, number where present, department requested.

What the dry run measured

Arrangement	Abandons	Time before abandoning
Music and a reassuring phrase	**312**	**3 minutes**
Real waiting time announced	**190**	**40 seconds**

> **Music and a reassuring phrase make the same person wait longer for the same outcome.** Announcing the real time keeps nobody extra: it saves three wasted minutes for those who will give up anyway.

What is supplied, and what is not

Element	Supplied?
Daily list of abandons	**Yes**
Time, wait, number where present	**Yes**
A callback made by the agent	**No**
A priority order among abandons	**No**

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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/cas-usage/agent-ia-standard-telephonique-vocal

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