



Two attempts, forty-one transfers

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **An agent that presses makes exactly the people who struggle most repeat themselves three times.**

Attempt	What the agent does
1	Puts its question differently, shorter
2	Transfers — "let me put you through"
3	Does not exist

Who the third attempt falls on

Caller's situation	Affected?
Noisy line	Yes
In a car	Yes
An accent	Yes

Caller's situation	Affected?
An older caller	Yes
Difficulty speaking	Yes
Somebody in tears	Yes

That is the reason for the rule, and it is not a technical one. A third attempt rarely works, and it always fails on the same people.

Indicator	Value
Calls this month	2,100
Transferred for lack of understanding	41 — 2%
Hung up by the agent	0
Transfers that rang out	7

The seven dead transfers are the only case where the transfer was worth nothing — which is why they are reported within the hour, not the next day.

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.