Two attempts, forty-one transfers

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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 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 transfers that reached a silent line are reported within the hour, not the next day** — the agent takes the call back, takes the message and passes it on the same day.

> **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

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.