1,840 requests — 650 handed to an advisor

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Past month · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The 650 handovers are not a failure rate**: 221 of them turn on a commercial decision, and 119 on unhappiness — neither is settled by documentation.

Handling	Requests	Share
Handled end to end, page cited	**1,190**	65%
Handed to an advisor	**650**	**35%**
Total	**1,840**	100%

The 650, by reason

Reason	Requests	What would fix it
No answer in the documentation	**310**	**Write the answer**
Particular case on the account	**221**	**Nothing — it is a decision**
Unhappy customer	**119**	**Nothing — a person is what is needed**

> **Only the first 310 shrink through documentation.** Presenting the 650 as a target to reduce would lead the agent to answer on refunds and to irritated customers — precisely where it must not answer.

Handing over on unhappiness

When the handover happens	Effect
Before answering	**The customer speaks to someone straight away**
After a correct answer	**The customer is still irritated, and has lost time**

An irritated customer answered correctly by a robot is still irritated. Detection therefore serves to hand over earlier, not to adjust the tone of an automatic reply.

> **Request a demo with your own documents**
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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-ia-support-client

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