



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.

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.