What is kept, what is impossible

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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. **Irritation detection does not outlive the conversation.** A customer irritated on a Tuesday is not "a difficult customer" the following month.

Item	Kept?	Why
The request	**Yes**	Retracing the path
The answer and the page cited	**Yes**	**Checking what was said**
The handover and its reason	**Yes**	Improving the documentation
The advisor's answer	**Yes**	Feeding the standard replies
Customer profile built from their requests	**Impossible**	**No profile is built**
Satisfaction score attached to a customer	**Impossible**	**Would be a lasting label**

Item	Kept?	Why
Tone analysis beyond the request	**Impossible**	**Detection expires with the conversation**
Statistics per advisor	**No**	**Would make handing over costly**

> **The last row should be read with the one before it.** If handovers were counted per advisor, nobody would make any — and the agent would be answering on refunds and to irritated customers.

What the monthly summary contains

Content	What it indicates
Most frequent subjects	What could be self-service
Questions with no written answer	**What needs writing**
Articles producing requests despite being read	**What needs fixing**
Handover reasons	What cannot be documented

To be set by the company

Retention period for requests and their answers: _____ months

Retention period for handover reasons: _____ months

> **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-support-client

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