



What is kept, what is impossible

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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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

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.