



Fifty-eight duplicate requests — 22 diverging

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

Document issued on 24/09/2026

3 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No automatic merge is performed**: two requests may cover two distinct aspects, and merging wrongly would make one disappear.

Situation	Cases	Consequence
Two identical answers	36	Redundancy
Two diverging answers	22	Contradiction
Total	58	—

It is the 22 that count. Redundancy irritates; a contradiction makes the customer conclude the company does not know — and it is in writing, so it can be quoted back.

How duplicates arise

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Channel 1	Channel 2	Cases
Form	Email	31
Email	Phone then ticket	14
Form	Form, reference lost	13

The last 13 come from the customer themselves: they could not find their reference and reopened a request. That is not a lapse of care, it is a reference that is hard to find again.

What links them, and what does not

Element	Used for matching?
Customer account	Yes
Subject of the request	Yes
Name	No
Address	No

What is proposed

Action	When	What stays with the advisor
Flag to both advisors	Before sending	Merging the two requests, if it applies
Both threads supplied	Before sending	Drafting the answer

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.