Handover — what is passed on

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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. **The advisor does not start from nothing**: they receive the question, what was searched for, and where.

The wording used with the customer

"*I do not have this information in the documentation available to me. I am passing your question to an advisor; you will have an answer within [time].*"

Element	Rule
Time frame stated	**The one set by the company for this type of request**
If no time frame is set	**No figure is stated**
Provisional answer	**Never**

> **"I believe that…" is read as an answer** by a customer who wants to move on. The caution of the phrasing does not protect them: they will apply what follows.

What the advisor receives

Element	Provided?	Use
The question as it was asked	**Yes**	**No rewording to undo**
What the agent searched for	**Yes**	**Not repeating the same search**
Where it searched	**Yes**	**Same**
Conversation history	**Yes**	Context
A suggested answer	**No**	**It would steer the advisor**

What that changes, measured

Type of request	Advisor time
Arriving with the agent's context	**6 min**
Arriving without context	**11 min**

Five minutes per request across 310 monthly requests is roughly twenty-six hours. It is the only quantified gain in this document, and it concerns the requests the agent could not handle.

> **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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