



Nine years of tickets — 12 causes for 68 % of level 1

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

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41,200 tickets read · 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 the demonstration. **The analysis covers the tickets actually recorded by the authority**, not a sector average. *Level 1 is the first floor of support: the everyday incidents that are settled without an expert.*

What nine years of tickets carry

Measure	Value	What it commands
Tickets recorded over 9 years	41,200	The basis of the analysis — no outside data enters it
Tickets of the past year	6,400	Of which 3,900 are level 1 — 61 %
Tickets covered by 12 causes	2,650	68 % of level 1 fits on one page
Average duration of a level 1 ticket	20 minutes	From report to closure, measured in the ticketing tool

The twelve causes, and what they weigh

Cause	Tickets a year	Resolution sheet
Sign-on session expired after an update	412	Rewritten — labels of the current portal
Single sign-on portal password	388	Rewritten — self-service journey
Blocked print queue	361	Rewritten — print server
Network drive not mounted	254	Rewritten
Mail profile to rebuild	228	Rewritten
Business application no longer opening	216	Rewritten
<i>... and 6 further causes, detailed in the full table</i>	791	Rewritten
Total	2,650	12 up-to-date sheets, ready for approval

The time this moves, item by item

Item	Today	With the agent	In minutes
Triage and routing of a ticket	60 % of the ticket's time	18 %	12 min → 3 min 36
Guided resolution of a common incident	30 %	10 %	6 min → 2 min
Answer to a recurring question from a member of staff	12 %	8 %	2 min 24 → 1 min 36

The remaining time is the technician's, and it cannot be delegated: reading the situation, deciding to escalate, judging whether the incident hides another. **What goes is**

the rebuilding of context; what stays is the craft.

A sheet only goes live once approved by the helpdesk manager. That approval is what makes it binding on the technician who will apply it — and it is the only act the agent leaves to a person on this subject.

For the authority to settle

Three sheets read first by the helpdesk manager: _____

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.