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

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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
… and 6 further causes, detailed in the full table	**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**

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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: _____

> **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/secteur-public/metiers/agent-ia-support-informatique

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