



Escalated ticket — what it carries on arrival

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Escalation to level 2 · 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 decision to escalate belongs to the technician** — the agent hands it back in forty seconds, file built, hypotheses eliminated and priority grid applied. *Escalation is the passing of a ticket to a more expert level; a queue is a team's ticket list.*

The content of the transmitted ticket

Heading	Value	Why it is there
Category and queue	Access and authentication — “core” queue	With the reason for the choice in one line: level 2 challenges the routing in three seconds instead of reopening the file
Priority	High	Blocking business application, 4 people affected, department open to the public, counter opening at 9 a.m. — the department's priority grid applied exactly as written

Heading	Value	Why it is there
Workstation and timestamp	Workstation identifier, 8.05 a.m.	Taken from the asset manager, not retyped
Application client version	Version installed after the overnight update	Level 2 immediately knows what changed
Linked reports	3	Same application, same window — the incident may be collective
Steps already tried	3, with their outcome	None is repeated by level 2

The hypotheses already eliminated

Hypothesis	What rules it out	Time saved at level 2
Site network	18 other workstations in the same building are working	One on-site check
The officer's account	Successful authentication on another workstation 20 minutes ago	One call to the directory and one log reading

The time this moves

Item	Before	With the agent	Over the year
Triage and routing of a ticket	60 % of the ticket's time — 12 minutes	18 % — 3 minutes 36	546 hours across 3,900 level 1 tickets

A ticket that arrives complete does not only save time: it spares level 2 from calling the person back to ask again what they have already explained once. **That is the part of the gain the service user sees.**

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.