



Quarterly review — what support regained

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

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4.3 posts returned, 0 substantive gaps · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The four headline measures read together**: speed, resolution, language quality and gaps between languages. A fast answer that says something different from the version next door costs more than a slow one.

The three measures tracked

Measure	Before	After	Effect
Keeping the languages consistent	60 %	7 %	312 edits hold 2,808 pages
Routine questions	50 %	8 %	6,790 enquiries end to end
Checking local specifics	35 %	6 %	A register of 308 dated entries
Total returned	—	—	4.3 posts out of 16

What the time returned became

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.

Activity	Previous quarter	Quarter followed	Result
Reseller and installer enquiries handled the same day	61	340	—
Orders arising from those enquiries	—	96	€214,000
Local specifics documented	94	308	+214
Reading	—	—	The one figure that reads straight off revenue

The four headline measures

Measure	Value	Starting point
First-reply time, the 9 markets	4 minutes	40 minutes to 3 days
First-contact resolution	88 %	64 %
Answers judged clumsy	0.6 %	3.2 %
Substantive gaps between languages	0	148

Sector comparison, as an indication

Indicator	Order of magnitude seen in multilingual consumer-goods support	Aldevine
First-contact resolution	70 to 85 %	88 %

Extension proposed for the next quarter: extend the same source to manuals, packaging and terms of sale, and launch Czechia. **The two prepare in parallel and**

need only one appointment.

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