# Nine languages, three channels — what the month gave

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

Document issued on 09/11/2026

6,790 of 7,400 enquiries handled end to end · 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 choice of channels belongs to each market:** chat is open in six markets, phone in four, email in all nine.

## The month, channel by channel

| Channel | Markets | Volume | First-reply time | What changes |
|---|---|---|---|---|
| **Email** | 9 | **4,100** | **4 minutes** | Answered in the language of the message received |
| **Chat** | 6 | **2,100** | Immediate | **Customer's appliance loaded if they registered their warranty** |
| **Phone** | 4 | **1,200** | Answered immediately | **File on screen for the local team before pick-up** |
| **Total** | — | **7,400** | — | **6,790 handled end to end, or 92 %** |

## First-reply time, market by market

| Market | Before | After | Reading |
|---|---|---|---|
| France | 40 minutes | **4 minutes** | The best-staffed market |
| **Sweden** | **3 days** | **4 minutes** | **A single person on that market** |
| **Poland** | **3 days** | **4 minutes** | **Same situation** |
| Six other markets | 4 h to 2 days | **4 minutes** | — |

**It is not the big markets that gain most, it is the ones where the company had a single person.** That is precisely where international support is judged, and where the comparison with a competitor is made.

## Consistency, checked by the market managers

| Test | Volume | Result |
|---|---|---|
| **The same question asked on the same day in all nine languages** | **40 questions** | **40 times nine concordant answers, each market's specific added** |

## The time shifted

| Task | Before | After |
|---|---|---|
| **Routine questions** | **50 %** of the teams' time | **8 %** |

**Extension proposed:** open chat in the three markets that do not have it. **Across the six where it is open, it carries 28 % of the volume and shows the best first-contact resolution — 91 %.**



LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

**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-multilingue-de-support-international

---

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.