



Handover — 58 replies sorted

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What the salesperson receives, and how fast · 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. **A human reply calls for a human answer**: the moment a person writes, the sequence stops and a named salesperson takes over the relationship. The agent never continues a conversation the prospect has started.

The month's 58 replies

Nature of the reply	Volume	Treatment	Delay
Request for a call or a meeting	39	Three slots offered in the area salesperson's calendar , meeting booked on the prospect's choice	20 minutes
« Not now, call me in September »	12	Not a refusal, a date : exit from the sequence, date carried on the record, put back in front of the salesperson on 1 September	Immediate

Nature of the reply	Volume	Treatment	Delay
Opt-out request	7	Applied within the second, with no commercial confirmation message	Within the second

Why no message follows an opt-out. Answering an opt-out with an offer, however courteous, is the surest way to turn a departure into a complaint. **The opt-out is applied, and nothing else is sent.**

The file the salesperson receives

Element handed over	Why it is there
The original enquiry, quoted	The salesperson opens on what the prospect wrote, not on a summary
The four messages sent, in order	They know exactly what their contact has read
The reply received	Full text
The score and its detail	To settle the order of their callbacks
The company's fleet and the date they quoted	Enough to open on a subject rather than on small talk
Service visits already carried out there	Two visits in 2024 that nobody would have connected by hand

The delay, which is the whole point

Step	Before	Today
A reply reaches a salesperson	1.8 days	20 minutes, qualified
A quotation goes out after a price request	3.4 days	4 hours — the time for a salesperson to read and sign

Step	Before	Today
Quotations drafted on the month's 17 price requests	—	Ready on average 26 minutes after the prospect's reply

What the agent gives itself: list price, general terms, standard lead times, service rate card — **all of it already public, and no more binding than the website already is.** **What it drafts without signing:** discount, guaranteed lead time, firm price, trade-in. **Those four lines bind the company contractually: the signature is what it sells.**

Over an 11-week sales cycle, three days change nothing. For a prospect who wrote to three suppliers the same morning, they change everything: **of the five deals lost at first contact last year, three went to a competitor who called back the same day.**

Score threshold triggering a phone alert to the salesperson (default: 70): _____

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