



Incident families — 23 families, 36,500 tickets

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Document issued on 24/09/2026

Five years of closed tickets · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The 23 families are established by reading 36,500 closed incidents**, not by intuition: every family can be checked against tickets support actually handled and closed.

Why a written family changes the cost of an incident

Measured fact	Value	What it costs today
Share of an incident's time spent finding the precedent	60 %	23 minutes out of the 38 an incident lasts on average
Incidents belonging to a known family	71 %	5,250 of the 7,400 annual incidents
Incidents with no precedent at all	4 %	296 a year — handled in the « configurations » tab
Share of the time after go-live	7 %	2 minutes 40 seconds — the diagnosis arrives with the ticket

What an incident family contains

Element	Why it matters
Symptom as stated by the client	It is the only wording available when the ticket opens
Associated log traces	They separate two families that look alike to the eye
Configurations on which the symptom appears	The shared point is often the cause
Resolution that worked	With the number of times it worked
False lead ruled out	The most useful item of all, and the one no knowledge base keeps

The three heaviest families

Family	Incidents over 5 years	Dominant resolution	What characterises it
Slowdowns after a version upgrade	2,140	Aggregation cache purge	Resolved 9 times out of 10 by the same action
Night job overrunning its window	1,780	Restart of the interrupted job	Only above 400 users
Expired interface token	960	Token rotation	The expiry date is known in advance every time

Every family can be corrected with a single word: it is support's own material, set down clearly. The 23 families are read over by the support manager before being applied to open tickets, and remain editable at any time.

For support to set

Families to enrich first: _____

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.