Three approved templates — a fourth missing

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **The tone stays the one you approved.** A template that hardens on its own produces messages nobody has reread, and the day it hardens on the wrong customer the company has nothing to answer with.

Template	Timing	Approved by the company	Variables
First reminder	D+7	**Yes**	No., date, amount, due date, contact
Second reminder	D+14	**Yes**	Same
Final reminder	D+21	**Yes**	Same
Invoice in dispute	**—**	**Does not exist**	**—**

> **Nineteen of the quarter's chasers went to customers with an open dispute**, using a template that does not mention it. The customer reads a payment reminder that ignores the disagreement they expressed.

The 19 cases

Nature of the open dispute	Chasers sent
Amount contested	**8**
Service contested	5
Billing error reported	**4**
Credit note awaited	2

What the agent adds to the template text

Element	Added?
Variables from the invoice	**Yes**
A sentence adapted to the customer	**No**
A hardening of tone	**No**
A deadline not in the template	**No**

The fourth template is proposed, not drafted. It concerns customers who have expressed a disagreement: precisely the case where an approximate wording costs most.

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> https://bluelemonagent.ai/en/entreprises/cas-usage/assistant-de-relance-dimpayes-e-mail

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