What you keep

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

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **A first-line measured on its resolution keeps exactly what it should pass on.**

Item	Kept?	What it allows
Symptom and product version	**Yes**	**Matching cases**
Steps attempted and their result	**Yes**	**Not redoing them at level 2**
Correlations flagged and what came of them	**Yes**	**Tuning the threshold**
Symptoms outside the diagnostic tree	**Yes**	**Seeing what the tree does not cover**
Escalations and what went up with them	**Yes**	**Measuring empty escalations**
Anything describing a customer	**No**	**Beyond their product configuration**

The agent's request about its own measurement

Indicator	Value	Effect
First-line resolution rate	**71 %**	**A good figure — and that is the problem**

The company can go on producing that figure. The agent only asks not to be compared on it.

The two measures proposed instead

Measure	Value	What it reveals
Files escalated empty	**41**	**Level 2 redoes what has been done, in front of a customer who has already done it**
Symptoms outside the tree, not forced	**34**	**What the tree does not yet cover**

> **A symptom forced into a branch disappears from the statistics and comes back as a complaint.**

For the company to settle

Indicators chosen for first line: _____

Diagnostic tree review: every _____ months

> **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/assistant-support-technique-niveau-1-produit

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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.