



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

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 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

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

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

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.