Twenty-three requests in forty minutes

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. **The agent does not conclude there is an outage: it sees requests, not servers.**

Finding	Value
Requests in 40 minutes	**23**
Unconnected customers	**23**
Usual rate for this symptom	**2 a day**
Given the usual procedure before detection	**8**

What the usual procedure asked of the first 8

Manoeuvre	Could it have made a difference?
Restart	**No**
Check the network	**No**

Manoeuvre	Could it have made a difference?
Reinstall	**No**

> **The customer stops believing the problem is theirs** — that is what they are left thinking through twenty minutes of pointless manoeuvres.

What goes to operations

Element	Supplied?
The symptom	**Yes**
Time of the first report	**Yes**
The number of customers	**Yes**
What they have in common, where establishable	**Yes**
An assertion that there is an outage	**No**

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> 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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