Seventy-one per cent, and two hours forty

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3,120 requests · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **The resolution rate improves every time a case is held instead of escalated.**

Indicator	Value
First-line resolution rate	**71%**
Average time before escalation	**2 h 40**
Full resolution when escalated straight away	**3 h 10**

> **Those two hours forty are not diagnosis: they are attempts.** Passing a case counts as a non-resolution; trying one more manoeuvre costs the indicator nothing.

What the agent asks to publish instead

Measure	What it says
Escalation rate	**What falls outside first line's scope**

Measure	What it says
Time before escalation	**A healthy first line escalates quickly**
Resolution rate	**It turns against the customer at the hard moment**

The agent is not asking to stop being measured: to be measured on something that does not turn against the customer.

> **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

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.

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