



Seventy-one per cent, and two hours forty

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

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3,120 requests · 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. **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

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.

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.

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.