



Technical framework — where your customer exchanges live

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Local inference, 6 roles, processing in the EU targeted · 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 the demonstration. **840,000 annual requests contain addresses, phone numbers, order references and sometimes photographs of the inside of customers' homes** — it is a retailer's most sensitive file after its payment database.

The two deployment modes

Mode	Where computation happens	What leaves the network	For whom
Local inference	On a machine of the retailer	Nothing	Retailers that already administer their servers
Dedicated, isolated resource	On a server hosted in France	Nothing outside the European Union	Retailers that prefer not to administer a machine

What protects your customers' exchanges

Point	Implementation	What the retailer can state
Training	No conversation feeds a model	"What we learn from you serves you"
Encryption	In transit and at rest, keys held by the retailer	"A stolen file stays unreadable"
Role-based access	6 roles: the "routine questions" agent does not see bank details, the "technical" agent does not see the complaint history	"Each agent sees what its job requires, nothing more"
Logging per queue	Who handled what, when, with which content, and why the request went there	"We can explain to a customer why his request was routed as it was"
Hosting	France, under French law, architecture designed to reduce exposure to extraterritorial legislation, location alone not being enough to guarantee immunity	"Including against an American operator hosting in Europe"
Out-of-role access since go-live	0	"The log shows it line by line"

What the system plugs into — with no migration

Tool already in place	What the system does there	What changes for the team
Ticketing tool	Creates, routes and documents the threads	Nothing: the screens stay the same

Tool already in place	What the system does there	What changes for the team
Telephony	Takes the call, transfers with the case open	The adviser picks up informed
Chat platform	Answers and links the thread	One thread instead of three
Order management	Reads dates, slots and statuses	Read-only
Knowledge base	Feeds the answers, flags the gaps	The content stays the retailer's own

What it is worth commercially

Fact	Value
Public tenders answered in the year	3
of which those where data location was a scored criterion	2
Data transfers outside the European Union	0

The sheet the data protection officer asks for every year is maintained continuously — hosting, subcontractors, data processed, retention periods, who accesses what. It used to take two days to rebuild.

For the retailer to settle

Deployment mode chosen (local inference / dedicated resource): _____

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 used.

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connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.