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

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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): _____

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https://bluelemonagent.ai/en/entreprises/cas-usage/systeme-multi-agents-de-service-client-a-grande-echelle

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