Service commitments — quarterly statement

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

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Measured by the log, not declared · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. *A service commitment is a value written into the contract: availability, response time, restoration time — with the way it is measured and what happens if it is not met.*

The four commitments and the quarter achieved

Commitment	Contractual value	Quarter achieved	Measurement
Availability of the system	**99.9 % over the month**	**99.97 %, that is 13 cumulative minutes**	**Check call every minute**
Taking charge of a blocking incident	**15 minutes, around the clock**	**3 incidents: 6, 9 and 4 minutes**	Timestamp of the alert and the acknowledgement
Restoring a blocking incident	**4 hours**	**41 minutes at the longest**	Timestamp of the return to service

Commitment	Contractual value	Quarter achieved	Measurement
Monthly statement	Handed over unasked	**3 out of 3**	Detail of every deviation and its cause

It is not the provider who declares the deviation: it is the log, and the retailer has continuous access to it. A deviation entered in the statement triggers the credit provided for in the contract and is presented to the committee with its cause and its correction.

The measure proposed in addition

Measure	Why it serves more than availability
Time to a useful first answer per queue, published daily	**Availability of 99.9 % with a priority queue at 20 minutes is a contract met and a customer lost**

Values observed over twelve months, per queue

Queue	Median time	Time at the 9th decile	Threshold to set
Installation within 72 hours	**2 min 10**	**3 min 50**	**To be settled by the supervisors**
Order tracking	40 seconds	2 min 30	To be settled by the supervisors
Complaints	1 min 20	6 min	To be settled by the supervisors
Technical	55 seconds	4 min 10	To be settled by the supervisors

> **A threshold is chosen on observed figures, not on an ambition.** A threshold set above what is already held protects nobody; a threshold set too low is paid for in

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> alerts nobody reads any more.

For the retailer to settle

Per-queue thresholds written into the contract: _____

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

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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