Escalation — the full thread passed on

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

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126,000 escalations in the year · 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. *An escalation is the hand-off of a request to a human adviser, when the situation calls for judgement, a gesture or a commitment.* **The adviser receives a finished case, not a raw conversation.**

What the adviser has in front of him

Element	Content	What it avoids
Full thread, every channel	**In order: Monday's chat, Tuesday's call, this morning's email**	**Three cases for one request**
Customer record	Orders, dates announced, earlier complaints and their outcome, gestures already granted	Searching in three tools
What was answered, word for word	**And by which agent**	**Contradicting oneself within thirty seconds**

Element	Content	What it avoids
Reason for the escalation	One line, and what was checked beforehand	Redoing checks already done
What is missing to decide	**The three items, with the exact question to ask**	**A second call to the customer**

The time context pick-up shifts

Measure	Before	With the system	Over the year
Share of an escalation	**30 %**	**3 %**	**−27 pts**
Duration	**7 min 12**	**43 seconds**	**13,400 h across 126,000 escalations**

What the customer feels

Measure	Before	After
Times the customer repeats his situation	**2.3 on average**	**0**
First-contact resolution	**58 %**	**81 %**
Escalations completed	—	**126,000 out of 126,000**

First-contact resolution is the share of requests settled without the customer having to come back. It is the one customer service indicator that speaks at once to the customer, the adviser and the income statement.

> **The escalation template is corrected from use:** six advisers take twenty escalations each and say what was missing — what they report on a hundred and twenty holds for the 126,000 that follow.

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For the retailer to settle

Items to add at the top of the escalation case: _____

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

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