



Peak of 28 November — 11,400 requests

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

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The day recorded hour by hour · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **A priority queue that gives way at the peak is not a priority queue: it is an intention.** The record below shows what the designated priority queue held through the busiest day of the year.

The day in figures

Measure	28 November	Ordinary day
Requests received	11,400	2,300
Hourly peak	1,480 between 10 and 11 am, that is 24 a minute	—
Handled by the four agents	9,600	—
Escalated to advisers	1,800	The volume a site of 96 people absorbs

The lead times held

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Measure	28 November	Same day last year
First answer, written channels	40 seconds	—
Average telephone wait	1 min 10	14 minutes
“Installation within 72 hours” queue	Under 4 minutes all day, peak included	—

What the day cost last year, and this year

Measure	Last year	This year
Requests unanswered beyond 48 hours	2,100	0
Negative public reviews	640	71

Volume changes neither what the adviser receives, nor the fact that he receives it: the day's 1,800 escalations went out with their full thread, just like an ordinary day.

The drill proposed before the next peak

Element	Arrangement
Replay of 28 November as a drill	In September, real volume replayed minute by minute
Duration	3 hours, a Tuesday morning, outside production
Protocol	Written, one page

For the retailer to settle

Date of the replay drill: _____

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 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.

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.