



Four specialised agents — 840,000 requests

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

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The year's split across five channels · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. *A specialised agent is an agent dedicated to one family of requests: it has its own content, its own rules and its own permissions, and it answers nothing else. Each request keeps the agent that took it, the reason it was routed there and its timestamp.*

The year's split

Specialised agent	Annual volume	What it covers
Routine questions	372,000	Opening hours, product availability, payment methods, return conditions, loyalty card
Order tracking	248,000	Delivery date, installation slot, change of address, parcel not received
Complaints	138,000	Damaged product, faulty installation, delay, invoicing
Technical	82,000	Assembly, spare parts, compatibility, manufacturer warranty

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.

Specialised agent	Annual volume	What it covers
Total	840,000	Across 5 channels

The five channels

Channel	Annual volume	Particularity
Calls	310,000	Transferred to the site with the case open
Emails	250,000	Customer identified from the start
Chat	160,000	Linking asked in one question
Social media	78,000	9 % of volume, 31 % of negative public reviews
Web forms	42,000	Customer identified from the start

The time this shifts

Item	Before	With the system	What the time becomes
Handling routine requests	65 % of advisers' time	8 %	96 advisers on 126,000 situations that matter instead of 840,000 requests

This is not a headcount going down, it is a job changing: the same 96 people handle the situations that call for judgement, a gesture or a commitment, and no longer the 372,000 opening-hours questions.

What the supervision view shows above the four

Indicator	Per queue	Use
Volume waiting	Yes	Triggers reinforcement

Indicator	Per queue	Use
Time to a useful first answer	Yes, against the threshold	Alert to the on-duty supervisor
Escalation rate	Yes	A sharp rise signals outdated content
Oldest requests	Across all queues	A nine-day case costs more than ten one-hour cases

840,000 requests out of 840,000 keep their routing reason. A customer service figure you cannot explain is a figure you cannot correct.

For the retailer to settle

Indicators the management wants at the top of the supervision view: _____

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.