Two rules crossing — the eighty-eighth message of the night

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One night of sends, and the ruling that followed · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Of the 88 messages that went out last night, 87 went through the intended door and one went out directly when it was due a read-through. The cause is not in the message: two of the company's rules pointed to opposite doors for the same recipient. It is named, the ruling has been made and dated, and it belongs to the company.**

The two rules that crossed

Company rule	Door it points to	What the recipient met
Message backed by a fact verified in a public register	**Direct send**	**Yes — dated fact, accurate and sourced**
Account above €50,000 of annual billing	**Read-through**	**Yes**

The first rule was applied, when it is the second that protects the company. The message itself carried no inaccuracy: **the dated fact was accurate and sourced, the recipient company was out of dispute and outside the customer portfolio. What it lacked was the account manager's eye, not its accuracy** — and that eye is exactly what the €50,000 rule reserves for those accounts.

What was reviewed within the hour

Check	Scope	Result
Sends of the night	**88 messages**	**87 through the intended door, 1 through the other**
Sends of the quarter on the same crossing	**Every account meeting both rules**	**3 further accounts, 3 messages — all backed by a verified fact, all out of dispute**
Decisions taken in the company's place	**—**	**None: the question was put rather than settled a second time**

> **A rule that contradicts itself belongs to whoever wrote it.** The agent names the two rules that cross and hands the decision back; **it does not rewrite the sending mandate on its own.**

The ruling made, and what it costs

Point settled	Decision	Effect on the setting
Two rules crossing	**The more restrictive wins: read-through comes before direct send**	**Written into the settings, dated**
Flagging a crossing	**Both rules are named every time**	**The ruling stays with the company**
Read-through cost added	**15 seconds on the accounts concerned**	**The delegation slider does not move a notch**

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For the company to settle

Rules to review in order to remove other crossings: _____

Recipient of the crossing alert: _____

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https://bluelemonagent.ai/en/entreprises/cas-usage/agent-commercial-autonome-prospection-closing

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