



Discount grid — 39 requests out of 47

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612 quotes · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The agent does not improvise a commercial gesture: it applies the one you wrote.**

What it is asked today, and why that is not a rule

Wording received	Occurrences	Why it is not enough
"Apply the usual discount"	21	Means 5 % on one service and 12 % on another
"They are a good customer"	16	Written nowhere
"The salesperson agreed"	10	States neither rate nor counterpart

The half page that is enough to delegate

Element to write	Example	Effect
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Ceiling rate	5 %	Bounds the agent
Trigger conditions	Volume, account age, term commitment, payment on delivery	Makes the discount checkable
Who may go beyond	Sales management	Defines what escalates

Coverage of the 47 requests once the grid is written

Situation	Count	Handling time
Covered by the three conditions	39	Within the minute
Outside the grid, escalated	8	As today

Every discount granted carries the condition that triggered it. After a quarter the real cost of the discount policy is known — **today, nobody knows it.**

For the company to write

Ceiling rate: _____ %

Trigger conditions: _____

Who may go beyond: _____

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.