What you keep

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

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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 demonstration. **Category tracking reveals what technician tracking hides.**

Item	Kept?	What it allows
Tickets by category and tool mentioned	**Yes**	**Finding the failing tool rather than the slow technician**
Times by category	**Yes**	**Spotting what costs, without naming anybody**
Workarounds taught and how old they are	**Yes**	**Seeing the 312 tickets and the 18 months**
Session recordings, length and scope	**Yes**	**Proving what happened on a workstation**
Purges performed and their reason	**Yes**	**Justifying the one action taken without asking**

Item	Kept?	What it allows
Time per technician	**Not by default**	**Lawful — file supplied on request**

What category tracking has already returned

Finding	Value
Tickets receiving the same workaround	**312**
For	**18 months**
Reports to the tool's vendor	**0**

> **The helpdesk taught the trick, and no counter tied it back to the tool.**

If you open time per technician

Element	Supplied
Prior information notice (art. L1222-4)	**Yes**
Works council consultation file	**Yes**
Proportionate scope	**Yes**

What is said first: a technician measured on their time **closes the easy tickets fast and lets the ones needing understanding drag** — and those are the ones that make the 312.

The two measures proposed instead

Measure	Why it holds
Time by category	**Concerns a type of fault**

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Measure	Why it holds
Reopening rate	**A ticket closed too fast comes back — that figure cannot be massaged**

> **Request a demo with your own documents**
> 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/agent-de-gestion-de-tickets-helpdesk-it

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.

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