



Three hundred and twelve tickets, one hundred and four hours

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18 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The answer is right: it works.** That is what makes the defect invisible.

Indicator	Value
Tickets describing the same symptom	312
Receiving the same four-step answer	312
Average handling time	20 minutes
Cumulative time	104 hours
Period	18 months
Reports to whoever owns the tool	0 before this morning

The helpdesk works all the better for the problem lasting: every ticket is closed satisfactorily, the time is excellent, and the faulty tool appears in no indicator.

What the agent does, and does not

Action	Done?	Why
Give the workaround	Yes	It saves twenty minutes today
Stop giving it	No	Withdrawing it would fix nothing
Count	Yes	It is what was missing
Send the counter to the helpdesk	No	They do not own the tool

104 hours over eighteen months is six hours a month — which is why nobody saw them.

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.