



Two hundred and eighty-nine reopenings

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

Document issued on 24/09/2026

4,210 tickets · 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. **The requester's silence is not agreement.**

Situation	Tickets
Reopened after automatic closure	289
Having to explain everything again	212

Why somebody does not reply

Reason	Counts as agreement?
On leave	No
Worked around the problem	No
The solution did not work and there was no time to explain again	No

What the agent does instead of closing

Element	Effect
"Solution proposed on [date], no reply"	The ticket stays open
Removed from active queues	It no longer appears in the times
History kept	The person finds their ticket

Chasing

Chase	Done?	Why
One	Yes	They may not have seen it
A second	No	They need their ticket left open

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.