Forty-one tickets, twelve privileged accounts

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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. **Writing your password in a ticket is a design failure, not a personal one.**

Account type	Tickets
Ordinary user account	**29**
Privileged account	**12**

Where a password written in a ticket travels

Step	Is the password there?
Read by several people	**Yes**
Exported into reports	**Yes**
Kept for years	**Yes**

Step	Is the password there?
Attached to another ticket	**Sometimes**

> **It travels far further than the person who wrote it imagines.** That is the reason for this agent's only autonomous act.

What the agent does, alone and immediately

Action	Done?
Replace the password with a dated note	**Yes**
Tell the requester to change it	**Yes**
Leave the ticket open, everything else intact	**Yes**
Reset the password	**No**
Delete the ticket	**No**
Judge the person	**No**

What would do more than the purging

"**Never enter your password here**" — one sentence in the support form. If it did not say "describe your problem in detail", nobody would think of it.

> **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

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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.