Remote control — the three conditions

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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 three conditions are not brakes: they are what makes remote control defensible to the person and to an inspection.**

The three conditions

Condition	What it rules out	Why a charter is not enough
Consent at that moment, on their screen	**Access without their knowledge**	**A charter signed three years ago is not consent to this session**
Session recording, viewable by them	**Disputes with no evidence**	**Protects the technician as much as the user**
Declared scope	**Exploration**	**States what may be opened and what may not**

What it changes in volumes

Category	Tickets	Today	With remote control
Workstation configuration	**1,180 of 4,210**	**2 round trips on average**	**One pass**

A round trip means a screenshot requested and an answer the next day.

Password resets

Element	State	Why
Opening the capability	**Your decision**	**It is not forbidden**
Prior identity check	**Required**	**A reset with no check is the scenario sought by whoever calls pretending to be a colleague**

The one action taken without asking

Action	Volume this morning	Why it does not wait
Purging a password written in clear in a ticket	**41**	**The ticket is more dangerous than what it asks; waiting would leave it readable**

For the company to settle

Declared scope of remote control: _____

Identity check procedure: _____

Retention period for session recordings: _____ days

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Legal notice (in French): bluelemonagent.ai/mentions-legales

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

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