Seven tickets, two cases of undue access

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **A department whose indicator drops when somebody reports a problem ends up discouraging reports.**

Nature of the report	Tickets	Handed to
Undue access observed	**2**	**Data lead**
Suspicious email	**3**	**Security**
Incident already occurred	**2**	**Security**

Why these are not tickets

A ticket's mechanism	Applies?
A deadline	**No**
A queue	**No**
A technician	**No**

A ticket's mechanism	Applies?
A closure	No

What the agent does

Action	Done?
Take it out of the queue	Yes
Hand it to the right people, bypassing the helpdesk	Yes
Include it in ticket statistics	No
Tell the person where it went and who is handling it	Yes
Say anything else	No

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>
> 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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