Who decides what — three automatic actions

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Everything else waits for a signature · 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 the demonstration. **Three actions go out without asking, not one more.** Each is named, each is reversible, and each protects the relationship with the policyholder rather than the department's figures.

The three automatic actions

Action	Trigger	Reversibility
Acknowledgement to the policyholder	**Within 10 minutes, with the file number and what they need to supply**	**Two notifications of the same loss do not produce two acknowledgements: the agent links them and says so**
Stopping a chaser as soon as a document arrives	**Including at night and at weekends**	**If the document is unreadable, the chaser restarts on that document alone, never on the whole list**

Action	Trigger	Reversibility
Filing an incoming document in the file it concerns	With its arrival date	**Reversible in one click if the link is wrong — the history keeps a trace of both**

What is never automatic

Act	Who does it
Accepting a claim	**The handler**
Setting a settlement	**The handler**
Refusing cover	The handler
Writing to the policyholder about anything other than a document request	The handler
Instructing an adjuster outside the signed mandate	The head of department
Touching a bodily injury file, a file in dispute or a file raised for a second look	**Outside the agent's scope**

The quarter in one line

Indicator	Value
Files built	**2,840**
Approvals logged	**4,100**
Decisions taken without a person	**0**

The next step, with figures

Item	Value
Scope	**1,900 commercial multi-risk notifications**

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Item	Value
Duration	3 months, same capped mandates
Target time to a complete file	**From 14.2 days to under 4**
What that is worth to an artisan	**Back to work a week earlier**

> **The three stopping criteria for the pilot are set in advance:** time to a complete file, rework rate, chasers avoided. **If any one of the three does not move, the pilot stops** — and the department keeps the 19 document lists and the 12 routing criteria, which belong to it.

For the department to set

Automatic actions approved by the head of department: _____

> **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-des-sinistres-assurance-n1

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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