



Overnight notifications — 31 files open

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What each file holds at 8 a.m. · 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. **A file is not a re-keyed form**: it carries the dates, the circumstances quoted word for word, the contract matched in its applicable version, and the state of the documents. *First level means the part of the work that comes before the decision: taking the notification, gathering the documents, matching the contract.*

The gap measured across last year's files

Group	Volume	Average time to settle	What separates the two groups
Files complete on day one	4,460	12 days	The date on which the file became complete
Files completed later	6,940	34 days	Neither the nature of the loss nor its amount
Total notifications for the year	11,400	—	—

What each of the 31 files carries

Item	Content	Why it is kept separate
Date of loss	The day the damage occurred	It is what designates the applicable version of the contract
Date of discovery	The day the policyholder noticed it	On an escape of water, the two are rarely the same day
Circumstances	The policyholder's words, verbatim	A rewrite moves the date and sometimes the cover
Property and premises	Taken from the contract where they appear in it	Avoids making the policyholder re-describe what the mutual knows
Contract matched	Version applicable on the date of loss	Not today's version
Documents	Those supplied, filed; those missing, listed	This is what sets the order of work for the day

The state of the 31 files this morning

State	Number	Suggested next step
Complete, ready for examination	18	Can go to the merits this morning
Waiting on a single document	9	Request written, addressed by name, upload link attached
Waiting on two or three documents	4	A single grouped request
Flagged as priority	6	A missing document blocks everything else there
Carrying an ambiguity to settle	4	Question already drafted, to be reviewed

The time moved

Task	Before	With the agent	What the remaining time becomes
Taking and writing up the notification	55 % of first-level handling time	9 %	Review by the handler

The order of the day is proposed, not imposed: the 6 flagged files first, the other 25 can wait until the afternoon at no cost. The handler remains free to work in any order.

For the department to set

Time at which the morning list is made available: _____

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.