



Who decides what — three actions, six decisions

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0 decision taken without human approval across 1,860 files · 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. The list of automatic actions is **deliberately short**: that is what makes it verifiable. Each one **protects the relationship rather than the number**, and **each undoes as fast as it does** — with one exception, named below.

The three actions the agent takes without asking

Action	Why it cannot wait	How it is undone
Acknowledgement within the hour , with what is identified and what is missing	It is the waiting, not the answer, that produces a complaint	The customer replies that they do not want automated handling: the request goes back to manual and stays there

Action	Why it cannot wait	How it is undone
Provisional booking of a workshop slot	A slot released late cannot be refilled	It falls away by itself if the outcome goes elsewhere — the slot fits the file, never the reverse
Alert to the manager on a product safety report , with the list of customers from the same batch	Waiting costs more than being wrong	This one cannot be switched off — and it is the only exception

The six decisions that stay human

Decision	Who takes it	What the agent brings
Granting cover	After-sales manager	Term cited, dated, sourced
Issuing a credit	Agent under mandate up to €60 · manager above · sales director above €300	Recommended amount and the calculation behind it
Approving a refund	After-sales manager	The three quantified outcomes
Committing to a paid repair	After-sales manager	Quote, real lead time, observed acceptance rate
Writing to a supplier outside the mandate	After-sales manager	File assembled, supporting document attached
Closing a disputed file	After-sales manager	Dated history of every exchange

What the division changed for advisers

Indicator	Before	After
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Files handled per day per adviser	18	18
Of which requiring no decision	11 — handled one by one	11 — decided at a glance
Time spent on the files that matter	Baseline	+ 34 %
Overtime in the department	—	0
Decisions taken without human approval	—	0 out of 1,860

Quarterly review proposed: an automatic action that has served no purpose in three months **should come off the list**. A short list is what makes it credible to staff and customers alike.

Date of the next review of automatic actions: _____

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.