



Seventeen reviews naming a person

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Quarter · 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; people are shown by a letter. **No count per employee is produced**: an employee accumulating negative mentions is almost always the one handling the difficult cases.

Nature	Reviews	What is done
Positive, naming a person	12	Passed to the manager
Negative, naming a person	5	Passed one at a time, with context

A count would designate the employee as the problem when they are the place where the problem arrives. That holds for positive mentions as much as negative: the returns desk does not get the same reviews as the sales desk.

The 5 negative reviews, with their context

Review	Subject of the complaint	Order context
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1	A return refused	Out of time — compliant with your rules
2	A goodwill gesture refused	Compliant with your rules
3	A change refused	Order already shipped — compliant
4	Tone perceived as curt	No element
5	Queue at the till	Peak period

Three of the five concern a refusal that complied with your own rules.

Without the order context those three read as three service failures; with it, they raise a question about the rules and not about the person.

What is done and what never is

Action	Done?
Pass the review to the manager, with the name	Yes
Provide the order context	Yes
Count mentions per employee	No
Produce a ranking	No
Attach the review to a personnel file	No
Include these reviews in a summary	No

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.