Morning watch — 4 flags

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **The first flag does not go to communications but to operations.** That is the most important rule on this page: a review describing a measurable fact describes a service problem, not an image problem.

#	Flag	What triggered it	Nature	Recipient	Chase
1	**7 reviews about one slot**	**47 min average delay since 12/06**	**Operations**	**Department concerned**	7 d
2	1-star review, verifiable fact	**2 dates confirmed by your data**	Reply to prepare	Site manager	**24 h**
3	11 homogeneous positive reviews	2/week usually	**No characterisation**	Management	7 d

#	Flag	What triggered it	Nature	Recipient	Chase
4	41 unanswered reviews	9 of them negative, > 6 months	History	Manager	7 d

> **Replying to the seven reviews without fixing the slot would produce seven courteous replies and an eighth review.** A templated reply about a real, unresolved problem shows, and it does more damage than silence.

Five guarantees that protect your reputation: the published word stays yours, the reply reaches you already written

What the agent rules out	Why
Publish a reply	**It is the company speaking**
Write a review	**Gets noticed, and costs more than it returns**
Solicit a review in exchange for a benefit	**Same**
Request removal of a review	**Rarely succeeds, always gets retold**
Report competitors' reviews	**Same**

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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-reponse-aux-avis-clients

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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.