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. **No per-department or per-handler measurement appears here.**

#	Flag	What triggered it	At stake	Recipient	Chase
1	**41 requests in a double round trip**	**Hand-back log**	**+11 days**	**Process owner**	7 d
2	**7 urgencies to an unchecked mailbox**	**Checking times**	**A weekend**	**Sending department**	**1 hour**
3	**"Other" tripled in 6 months**	**104 → 312**	**The scheme has aged**	**Whoever defines categories**	Monthly
4	**8% unclassified**	**The agent's own measure**	**Nothing — it is intended**	**Nobody**	—

> **The fourth "flag" is not one:** it is a figure the agent publishes so that nobody asks it to bring it down.

What is upheld on every request, and what the routing gains

What is upheld	What the routing gains
A request whose category is uncertain goes to unclassified, in plain sight	**8% owned and published beats a sorter that classifies everything and is wrong in silence: the 41 double hand-backs and their +11 days come from that**
A request stays open until the requester has had their answer	**No case drops out of chasing before anyone knows whether the reply answered**
The urgency level stays the one set by whoever wrote	**What is urgent for your citizen stays urgent all the way through: they know, the sorter does not**
The taxonomy comes back to you costed: “Other” up from 104 to 312 in six months	**You arbitrate between departments on a measurement — a category decides who works, so it is an arbitration, not a setting**
An urgency goes to the competent department, and the sending department gets the real delay within the hour	**The 7 urgent requests sent on a Friday evening stop waiting until Monday with nobody knowing**
Times are measured per route and per cause, never per department	**Nobody gains by handing a request back to protect their figures, and that is what brings the double hand-backs down**

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https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-tri-et-routage-des-demandes

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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.