The automatic actions — three acts, and how each is undone

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

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Settings, withdrawal log, what stays with a human decision · 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. **Three automatic actions, not one more, and all three can be undone. Everything else waits for a named decision.**

The three actions — and their reverse, which matters just as much

Action	When it triggers	What it does	The reverse, which is true as well	Withdrawal

Qualified acknowledgement	**An enrolment or booking request is submitted**	**Confirms within the minute, lists documents received, those missing, the deadline**	**The document submitted cancels the reminder within the second and the file goes back into the queue**	Configurable, can be switched off
Holding an invoice line for checking	**A rule in service triggers**	**The line is not billed, it is isolated with its reason**	**The case officer clears it on a word: the line goes back into billing, with reason and date**	**On a word, effective within the second**
Closure or deadline reminder	**The day before, to the families concerned only**	**A short message: the school, the date, what changes**	**A family removed at its own request is put back within the second if it asks again — a withdrawal is not a door closed for life**	**On a word, as long as it has not gone out**

The first action deserves a word. A family that has submitted the document requested and still receives the chasing letter concludes that the department does not read what it sends. **Cancelling the reminder within the second is not a technical nicety: it is the minimum respect owed to someone who did what was asked of them. Over the year, 1,284 scheduled reminders were cancelled in this way.**

What waits for a named decision — the full list

Act	Who decides	What the assistant brings	Over the year

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Enrolling a child	**The education department**	Complete file, documents checked, catchment verified and quoted	**2,302 files prepared, 0 enrolments made by the assistant**
Placing a child in a school	**The department and the deputy mayor for education**	Rule quoted, current roll numbers, comparable decisions	**0 automated placements**
Granting a waiver	**The panel**	96 files investigated, two pages, the same template	**0 waivers granted by the assistant**
Issuing an invoice	**The service manager**	Invoices ready, discrepancies isolated, covering letters	**17,600 invoices prepared, 0 issued without a named validation**
Removing a child from the roll	**The department**	The file and documents flagged	**0 automated roll removals**
Changing a means-test bracket	**The department**	Certificate read, bracket calculated, draft submitted	**0 brackets changed by the assistant**
Allowing a discount or an exemption	**The department, under resolution**	Situation documented, applicable article quoted	**0 discounts allowed by the assistant**

Measuring people — what the assistant can produce, and what it recommends

Measure	Can it be produced?	Conditions set out by the CNIL	The assistant's recommendation

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Number of files handled per case officer	**Yes — the assistant can calculate it and will produce it if the department asks**	**Proportionality to the aim pursued · prior information of staff · consultation of the local staff committee before implementation**	**Advised against, for a mechanical reason and not a moral one**
Measurement by QUEUE — turnaround, backlog, rework rate	**Yes, already prepared**	Not applicable: no person is measured	**Recommended — it says where things stick without saying who**
Name of the officer who validates an invoice or makes an enrolment	**Yes — named and dated**	Not applicable	**Essential: a signature is not a counter**

The assistant's reservation is not legal, it is mechanical. A per-officer counter becomes a target; the target distorts triage; and the long files get pushed back in favour of the short ones. Here, the long files have names: a family in payment difficulty, a disputed waiver, a separation under way, an individual care plan to put together. The department would lose the instrument along with the measurement, and it would lose it precisely on the families who need it most. An employer's power of oversight is recognised — the CNIL says so — and that is exactly why the decision belongs to the department, not to the assistant: the measurement will be produced if it is asked for, with the three conditions met and documented.

Automatic actions enabled (1 / 2 / 3): _____ — configured by: _____ on: _____

Review of the automatic actions — proposed at six months — set for: _____

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