



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

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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
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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

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: _____

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.