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

Acknowledgement	**A family writes to the service**	**Confirms within the minute, names the officer who will handle the file and the response time**	**If an officer has already replied, no automatic acknowledgement goes out on top of their reply**	Configurable, can be switched off
Expiry reminder	**Twelve months ahead, six months ahead, then on the date**	**Flags the expiry to the service, with the file and the known successor**	**As soon as a renewal is recorded, the remaining reminders stop within the second**	**On a word, effective within the second**
Holding a register record for checking	**A rule in service triggers**	**The record is isolated with its reason; nothing is corrected**	**The officer clears it on a word: the record returns to the normal flow, with reason and date**	**On a word, effective within the second**

The first action needs explaining. Receiving a machine message after a human reply undoes the care that has just been taken — and in this work, that care is most of what the service gives. **The automatic acknowledgement therefore stands down before any officer's reply, without exception. The second action follows the same logic: a family that has done what was needed does not receive a reminder. Over the year, 44 reminder sequences stopped in this way, as soon as the renewal was recorded.**

What waits for a named decision — the full list

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Act	Who decides	What the assistant brings	Over the year
Signing a grant deed	**The mayor**	Deed prepared, particulars carried over, documents checked	**96 deeds prepared, 0 signed by the assistant**
Allocating a plot	**The department**	Free plots, map and by-law constraints	**0 automated allocations**
Correcting a register record	**The grants officer**	**Line-by-line correction file, each line carrying its supporting document**	**152 corrections proposed, 0 written by the assistant**
Opening a reclamation procedure	**The town council, then the mayor**	Dates, draft records, what is missing	**0 procedures opened by the assistant**
Drawing up a record of abandonment	**The department**	Draft written on the municipal template	**15 drafts supplied, 0 drawn up by the assistant**
Sending a letter to a family	**The head of department**	Letter drafted in the service's restrained tone	**640 letters prepared, 0 sent without validation**

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 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 person who validates a letter or signs a deed	**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 are a disagreement between heirs, an old reclamation, an illegible bound register — that is, the situations where a family most needs someone to take time with them. The department would lose the instrument along with the measurement. An employer's power of oversight is recognised — the CNIL says so — and that is exactly why the decision belongs to the department: 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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