The three automatic actions, and how each one is undone

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Current settings, withdrawal log, conditions for an individual indicator · 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 actions, not one more, and all three are undone within the second. Each one protects the relationship with the resident rather than the service's figures** — that is the criterion used to choose them. **Everything else waits for a named decision.**

The three actions, named

Action	Trigger	What it produces	How it is undone	Time to withdraw
1 — Acknowledgement of a collection complaint	Any enquiry qualified as « bin not collected »	**A message to the resident: sector, round day, date of the next pass**	The case officer switches the acknowledgement off for one sector or for all	**Within the second**

Action	Trigger	What it produces	How it is undone	Time to withdraw
2 — Putting a billing line into checking	One of the live control rules fires	**The line comes out of the billing file and enters the checking queue**	The case officer sets the alert aside with a word; the line goes back into billing **with the reason and the date it was set aside**	**Within the second**
3 — Rescheduled-collection text message	Resolved calendar, day before the reschedule, sectors concerned	**An outbound message: municipality, sector, old day, new day**	Pulled before the send time; a household removes itself from the list with a word	**Within the second**

The reverse is true too — being removed is never a door closed for life

Situation	What happens	What the service gains
The resident writes to say the bin was collected after all	**The complaint closes without any letter going out** — and it stays in the statistics	**It is that statistic which will tell you if a round is slipping**
The case officer sets aside a line put into checking	**The line goes back into billing with the reason and the date**	**At the next campaign, the list of the most frequent reasons says which rule to tighten**
A household asks to stop receiving the text	**Removed within the second — and put back within the second if it asks again**	The channel stays credible; nobody feels trapped

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Situation	What happens	What the service gains
A control rule is withdrawn	**The lines it had held go back into billing, with the reason and the date**	Nothing is blocked for good, nothing disappears

What waits for a named decision

Act	Who decides	What the agent brings to the decision
Issue an invoice	**The head of the waste service**	The complete file, the 18 lines in checking, the variance explained line by line
Change a tariff or the allocation grid	**The community council, by resolution**	The costed effect of the change on households, band by band
Grant an exemption	The head of the waste service	The complete file, the checked documents, the ground matched against the by-law
Grant an ex gratia waiver	**The chair**	The household's history, the lifts, the letters, and nothing more
Order a bin from the supplier	The head of the waste service, or the agent under a written mandate	Compliance with the grid, the current contract schedule, the ceiling remaining
Bring a control rule into service	**The head of the waste service**	The alerts, the confirmed cases, the confirmed share, what the rule lets through

> **None of these acts is refused by the agent, and the distinction matters. They bind the authority: they call for a mandate, not a refusal. « I do it as soon as you give me the mandate, within the limits you set »** — named scope, costed ceiling, review date, withdrawal with a word. **The model mandate is drafted, with**

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> **three scopes to choose from** (see the « document checks » attachment), **and the dial moves both ways at any time.**

The individual indicator: what the agent produces if the service asks, and on what conditions

Condition	What it requires	Where it is evidenced
Proportionality	**The indicator must be proportionate to the aim pursued and go no further than that aim justifies** — this is the CNIL's settled guidance on monitoring the activity of employed persons	CNIL guidance, « monitoring the activity of employed persons »
Prior information of staff	**Every member of staff knows what is measured, how and why, BEFORE implementation**	Information note on file, dated and circulated
Consultation of the local social committee	**The committee is consulted before implementation**	Committee opinion, dated and placed on file
What the agent does with those three conditions	**It brings them satisfied: the information note is drafted, the committee referral is prepared**	**The decision belongs to the service, and it takes it with the file ready**

The agent's reservation is not legal — a public employer's power to monitor is recognised — it is MECHANICAL, and it can be demonstrated on this job. A per-officer file counter becomes a target; the target distorts the triage; and the long files get pushed back in favour of the short ones. Yet the long files in this service are exactly the ones that cost most when left to drift: **a duplicate chip, an old dispute, an undeclared property subdivision. The service would lose the instrument at the same time as the measurement. The agent produces the indicator if asked —**

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and it says why it recommends something else.

Measurement by QUEUE, already prepared — it says where it jams without saying who

Indicator	What it says	What it does not say
Median handling time, by queue	**Where the service falls behind**	Who handled what
Backlog by queue, day by day	**Which queue is growing, and since when**	Which case officer is slow
Rework rate by queue	**Which answers come back, and therefore which reference text needs revising**	Who drafted them
Age of the oldest file in the queue	**What is lying dormant**	—
The exception, and it is not really one	**Whoever approves an invoice is named and dated — 24,800 named approvals over the year**	**A signature is not a counter: it establishes responsibility, it does not measure output**

Automatic actions switched on, and the scope of each, settled by the head of the waste service on: _____

Queue indicators adopted for the service's monthly monitoring: _____

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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.

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