



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

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Configuration settled by the service, withdrawal log · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Three actions, not one more, and all three can be undone. Each one protects the relationship with the family rather than the service's figures**, and each is reversible in both directions.

The three actions

Action	Trigger	What goes out	How it is undone
Qualified acknowledgement	Filing of an application or a change of circumstance	Acknowledgement within the minute: missing documents, completion deadline, date of the next panel	If the document is filed the next day, the acknowledgement updates itself and the reminder does not go out

Action	Trigger	What goes out	How it is undone
Setting a billing line aside for checking	A rule in service is triggered	The line leaves billing and goes to review	The case officer clears it on a word; the line goes back into billing, with the reason and the date it was cleared
Unplanned closure text message	Closure of a room entered in the calendar	One message to the families of that room only, the day before	Pulled on a word for as long as it has not gone out; a family unsubscribes instantly and resubscribes instantly

The second action renders a service you only see at the next run: every clearance carries a reason and a date, **which produces the list of the most frequent reasons — and therefore the rules to tighten. An arrangement that does not record its false positives never improves.**

Everything else waits for a named decision

Act	Who takes it	Trace
Allocating a place	The allocation panel, in session	Minutes, members present, reasoned decision
Changing a position or a point	The case officer, on the document	Movement log: date, reason, author
Setting a file aside from the panel	The coordinator	Written reason, notified to the family
Issuing an invoice	The coordinator	Approval log: name, date, time
Changing a rate or an effort rate	The town council, by resolution	Dated resolution

Act	Who takes it	Trace
Waiver or ex gratia adjustment	The competent authority of the town	Written decision

The individual indicator — what is produced on request, and the reservation that comes with it

Question	Answer
Can the agent calculate the number of files handled per case officer?	Yes, and it will produce it if the service asks.
Is it prohibited?	No. An employer's power of oversight is recognised; the CNIL frames its conditions, not the principle.
On what conditions	Three, cumulative: proportionality of the indicator to the aim pursued; prior information of staff; consultation of the staff committee before implementation.
The reservation, and it is not legal	It is mechanical: a per-officer counter becomes a target; the target distorts the sorting; long files — a difficult family situation, an emergency placement referred by the social services — get pushed back in favour of short ones. The service would lose the instrument along with the measurement, and it would lose it on the families who need it most.
What is offered instead, and already prepared	Measurement by QUEUE: time to completion, backlog by stage, share of files held over from one panel to the next. It tells you where it jams without saying who.
The exception, which is not really one	Who approves an invoice and who sits on the panel are named and dated. A signature is not a counter.

The reversibility rule, written once and for all: every automatic action stops on a word, instantly, and what the action produced remains consultable with the date and the reason for its withdrawal. Nothing is blocked permanently, nothing disappears — and a family removed from a notification list comes back as fast as it left. A withdrawal is not a door closed for life.

Automatic actions enabled — acknowledgement ☐ review ☐ text message ☐ — settled by: _____ on: _____

Queue-based measurement presented to the staff committee on: _____

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.