



Online reviews — 2 replies drafted

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3 reviews · 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 demonstration. **No reply is published.** A review is answered once, in public, under the establishment's name — and that gets read first.

Review 1 — 40-minute wait, Saturday 8 pm

Item	What the diary says
Covers served that evening	96
Saturday average	74
Front-of-house staff	Same as an ordinary Saturday
Incidents noted	2 dishes remade in the kitchen

Reply drafted: "You waited, and you are right to say so. That Saturday we served nearly a third more covers than usual, with no extra staff on the floor, and two dishes had to be remade. That does not excuse your wait, it explains it. We would be glad to welcome you back in better conditions."

This reply acknowledges the fact because the fact is verified. Without the diary figure it would have been a courtesy — and a courtesy in answer to a forty-minute wait reads as an evasion.

Review 2 — cold food

Item	What the diary says
Evening concerned	Identifiable
Incident noted	None
Returns to the kitchen that evening	None

Reply drafted: "We have no record of a dish coming back that evening, which does not mean you are mistaken — a lukewarm plate rarely goes back. Do write to us, we would like to understand what happened."

Review 3 — no reply

Item	Finding
Content	Names a member of the team
Person named	Was not working that evening (rota checked)
Reply drafted	None

Replying, even in defence, names the employee a second time and turns a review few people read into an exchange everybody reads. The verified fact — the person was not there — serves the platform report, not the public reply.

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.