File passed to management — goodwill gesture request

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Customer A · site 2026-0392 · 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. **The agent neither grants nor refuses the gesture: it hands over a decision ready to take** — the request as written, the actual dates, the gap in figures, and what the customer received in the meantime.

Customer's request, as written: “The site was due to be finished at the end of August, it is 26 September. I think a discount is called for on the last invoice.”

Item	Source	Value
Lead time announced in the quote	Quote D-2026-0392, signed on 02/06	Works completed by 29/08
Actual completion	Order tracking, “handover” stage	15/09
Gap	Calculated	**11 working days**

Item	Source	Value
Causes recorded in the tracking	Site log	Joinery delivery postponed by the supplier (6 days); bad weather (2 days)
Last invoice	Management software	F-2026-0811 — 8,640 € excl. VAT, unpaid

What the customer received, without waiting

“Your request for a goodwill gesture is being passed to management with the history of your site; you will have an answer from them.” — sent on 26/09 at 10:12 am, on the same channel as the request.

What is left to management

Decision	What the agent has prepared
Grant, refuse or offer something else	Three reply wordings, to choose and sign — none is sent without approval
If a gesture is granted	The credit note to issue is pre-filled in the management software, amount left blank

> **Handling time measured in the office on this type of file: 6 minutes, against 14 without this document.** The difference is the file, not the decision.

> **Request a demo with your own documents**
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/entreprises/secteurs/agent-ia-pme

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

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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.