Morning watch — 4 flags

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

28/09/2026 · fictional document

Fictional document — demonstration example
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Fictional document, produced for the demonstration. No real company. **The four flags are ranked by what they cost if nothing is done**, not by their volume: the most expensive of the four is the one that has two different dates sent to the same customer.

#	Flag	What triggered it	Volume	Already done	Recipient
1	Same question with no standard reply — “what date is the team coming?”	23 requests since Monday, no written answer in the “Sales” folder	**23**	Holding reply sent to all 23; grouped list of the 23 sites passed on	Site manager
2	Quote requests left without an answer	More than two weeks in the shared mailbox, 2 of them for six weeks	**9**	Each request escalated with its file; dated holding reply	Field sales rep

#	Flag	What triggered it	Volume	Already done	Recipient
3	Customer B — three requests about one invoice	Email then WhatsApp; two answers with two dates	3	The three threads gathered under one ticket; alert to both people before any new send	Executive assistant
4	Out-of-date lead-time grid	January version: five-day quote lead time; this week's answers say ten	—	Gap flagged with the 6 answers concerned	Executive assistant

Flag 1 — the 23 sites, grouped

Site	Customer	Request channel	Received on	Stage in order tracking
14 rue des Lilas	Verne Habitat (landlord)	Email	22/09	Second fix — painting
Sandillon town hall — village hall	Council	Email	22/09	Partitions — in progress
7 allée du Verger	Private customer	WhatsApp	23/09	Scheduled, date not entered
…	20 more lines			

> **The missing fact is the same for all 23: the visit date is entered nowhere.** The day it appears in the order tracking at each scheduling, the agent gives it itself and the question disappears.

Proposed chases

Time without handling	Action

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4 hours	Reminder on a customer request waiting 48 h
24 hours	Reminder on a quote request with no answer
Monthly	Summary by reason and by channel, never by person

These thresholds are a proposal, not a delivered setting. They are written with the company at deployment, and can be switched off.

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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.

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