



The ten reference answers — dated source and emergency escalation

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Answers served on WhatsApp Business, the website chat and email · 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. **This attachment publishes the most serious gap in the demonstrator: 9 messages showing signs of an emergency not escalated in the first quarter. The scope served is administrative and NON-URGENT; the emergency numbers appear at the top of every reply.**

The published gap: 9 emergency signs not escalated out of 1,080 first-quarter messages

What happened	Number	Observed consequence	Measured cause
Message showing signs of an emergency, not escalated on the first round of reply	9	None: in all nine cases the resident had already called 17	Detection was looking for emergency words; 7 of the 9 messages contained none

Example of an undetected message	What word-based detection looked for	What the new rule sees
« There's someone on the ground outside no. 12 »	« emergency », « help », « accident »	A person on the ground
« It smells of burning at my neighbour's »	« fire », « blaze », « fire brigade »	Smoke or a smell of burning
« They're shouting very loud and something is banging against the wall »	« violence », « assault »	Signs of violence in progress

The fix, and it is a change of rule rather than a setting: the emergency numbers — 17, 15, 18 and 112 — now appear at the top of EVERY reply, whatever it is; and any mention of a person on the ground, a fire, smoke, an accident or violence triggers an immediate escalation to the station, BEFORE the reply goes out.

After the fix	Messages	Immediate escalations	Confirmed by the officer on duty	Rate
Since the new rule	3,180	41	38	92.7 %

The 3 false alarms are the price of the setting, and it is stated so that the station can refuse it. A setting that produced no false alarm would be a setting that let the nine through again.

The channels, and the compulsory announcement

Audience	Channels	Annual volume	What it changes
Residents	WhatsApp Business, website chat, email	1,940 enquiries arriving on these channels	No account to create, nothing to install — unclaimed rights avoided
Station officers	Microsoft Teams, Slack, email	—	No change of tool

Audience	Channels	Annual volume	What it changes
Requests for a human officer	All channels	286	286 passed to the station — 100 %

The announcement is not a configuration option: since **2 August 2026**, **article 50(1) of Regulation (EU) 2024/1689 on artificial intelligence** requires that anyone interacting with an AI system be informed, unless this is obvious. **The announcement is built into the welcome message, in the language of the person writing.**

What the delays became

Indicator	Before	After
Unanswered calls	1,148 out of 4,100 — 28.0 %	197 out of 4,100 — 4.8 %
Resident's email turnaround	9 days	1 day
Enquiries served in full by the 10 answers	0	4,260 out of 6,400 — 66.6 %

Emergency escalation rule settled by the head of the municipal police service, 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.