



One thousand six hundred and forty in writing, four hundred and sixty oral

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2,100 calls · 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. **The caller has nothing: no email, no screen, no trace.** They leave with a sentence they heard, and they heard it as a company commitment.

What the agent says, and does not say

Phrase	Used?
"I am noting your request; the department will confirm in writing"	Yes
"That's booked"	No
"You'll be delivered Thursday"	No
"Your refund is approved"	No

A wrong email can be reread; a sentence on the phone gets retold. That is what makes an oral commitment harder to recover from than a written one.

Handling	Calls
Written summary sent	1,640
Information given orally only	460
Total	2,100

Four hundred and sixty people left with information given orally only. That is this arrangement's real risk, and the agent reports it as such rather than presenting it as a 78% success rate.

What is always done

Action	Done?
Read back what was noted before ending the call	Yes, every call
Send a summary where a contact is given	Yes
Ask for a contact where there is none	Yes, once

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.