



Morning watch — 4 flags

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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 caller is named**, and no per-employee measurement appears here.

#	Flag	What triggered it	At stake	Recipient	Chase
1	312 abandoned calls	Waiting log	180 after 3 minutes	Department lead, every morning	—
2	Out-of-date greeting	Posted hours	60 calls to a closed line	Whoever recorded it	48 h
3	Unallocated number	Numbering plan	44 dialled	Whoever recorded it	48 h
4	7 transfers not connecting	Transfer log	7 lost calls	Switchboard lead	1 hour

The 44 people who dialled an unallocated number appear in no counter — not even in the 312 abandons. They called nowhere, and the company has no way of knowing.

Six guarantees that keep your callers on the line, and that get what they say through to you

What the agent rules out	Why
Pass as a human	People tell a human what they would not tell a machine
Press beyond two attempts	The third falls on those who struggle most
Hang up on an unresolved request	Closing follows a written rule: request handled and read back, transfer accepted, or no answer. A call not understood ends with a person
Record the voice	It carries far more than the content
Re-record the greeting	It is what the company says about itself
Call an abandon back	A callback is a contact; it gets decided

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.