Out-of-date article — 60 views a week

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **An article that is wrong and much read is worse than a missing one**: the customer does not see it is wrong, believes they did it badly, and tries again.

Case	What the customer experiences	Severity
Wrong article, little read	They go wrong, rarely	Annoying
Missing article	**They find nothing and write straight away**	Annoying
Wrong article, much read	**They believe they did it badly and try again**	**The worst**

Element	Value
Reading rank	**3rd most-read article**
Views per week	**60**
Screen described	**Removed on 31/07**
This week's requests citing the article	**14 of 41**

What is proposed

Action	Duration	Effect
Dated banner at the top of the article	**2 minutes**	**The 14 requests/week stop**
Rewriting the article	Later	When we know where the button is

> **The agent does not rewrite the article, for a simple reason: it does not know where the button went.** That is the same question asked 41 times, and its answer is not yet written anywhere.

What the banner would say

"*This page describes an interface changed on 31 July 2026. It is being updated.*"

A date and a fact. No apology, no promised time frame, and above all no approximate indication of the new location.

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-ia-support-client

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