



Handover — what is passed on

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Document issued on 24/09/2026

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 advisor does not start from nothing**: they receive the question, what was searched for, and where.

The wording used with the customer

"I do not have this information in the documentation available to me. I am passing your question to an advisor; you will have an answer within [time]."

Element	Rule
Time frame stated	The one set by the company for this type of request
If no time frame is set	No figure is stated
Provisional answer	Never

"I believe that..." is read as an answer by a customer who wants to move on. The caution of the phrasing does not protect them: they will apply what follows.

What the advisor receives

Element	Provided?	Use
The question as it was asked	Yes	No rewording to undo
What the agent searched for	Yes	Not repeating the same search
Where it searched	Yes	Same
Conversation history	Yes	Context
A suggested answer	No	It would steer the advisor

What that changes, measured

Type of request	Advisor time
Arriving with the agent's context	6 min
Arriving without context	11 min

Five minutes per request across 310 monthly requests is roughly twenty-six hours. It is the only quantified gain in this document, and it concerns the requests the agent could not handle.

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.