



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. **The first flag does not call for 41 answers: it calls for one sentence.** That is what justifies sending it to product rather than to the support team.

#	Flag	What triggered it	Volume	Recipient	Chase
1	Question asked 41 times	No answer in the help base	41 since Monday	Product team	24 h
2	7 requests blocked > 48 h	Same subject, same holder	7	Holding department	4 h
3	Article describing a removed screen	Redesign of 31/07	60 views/week	Author of the article	7 d
4	3 customers writing twice	2 references, same subject	3	Both advisors	Before sending

The fourth has no chase in hours: it has a window. Flagged before sending it costs thirty seconds; flagged after, it costs a customer who has received two different answers.

What is upheld on every answer, and what you gain

What is upheld	What you gain
An answer rests on the help centre or on a verified thread	The customer applies it and does not come back: it is the only ticket that costs you once
A time frame is announced only once the owning department has set it	The 7 stalled requests leave with a date somebody stands behind — a missed time frame does more damage than none
A request stays open until the customer has had their answer	They do not write again, and you do not pay twice for the same ticket
Duplicate requests are matched and flagged to both advisors before sending, never merged automatically	Thirty seconds against a customer receiving two different answers: the 22 contradictions, written and therefore quotable, are the ones that disappear — and two genuinely distinct requests do not erase each other

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.