# What the agent does on its own — and what is logged

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Three reversible acts, four human approvals · 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 the demonstration. **Only three acts are automatic**, and each is withdrawn with a word. Everything else waits for a request.

## The three automatic acts

| Act | Trigger | Reversibility |
|---|---|---|
| **Correlation of reports and grouped incident** | **3 reports of the same symptom within an hour** | **Notice built in draft; the incident is closed as soon as the reports stop, and it is said in the morning summary** |
| **Rewriting of sheets made wrong** | **Any configuration change** | **The up-to-date version awaits reading — it is this act that took reopenings from 12.4 % to 2.1 %** |
| Daily summary | Every morning | **One page, sent to the helpdesk manager alone** |

## The four acts that stay with a person

| Act | Who | Why that is what gives it its value |
|---|---|---|
| **Granting a right or an account** | **Information systems security officer** | **His named approval makes the access traceable, therefore challengeable, therefore defensible in an audit** |
| Putting a patch into production | Security officer | A service interruption is decided, not endured |
| Answer outside the 12 causes | Technician | **Draft already written, internal sheet alongside** |
| **Creating a queue** | **Helpdesk manager** | **Volume, skills and 40 sample tickets are handed to him** |
| **Total over two quarters** | — | **1,960 tickets, those four acts performed by a person without exception** |

## Indicators, if management asks for them

| Request | What the agent produces | What it brings with it |
|---|---|---|
| Activity indicator | **By queue and by cause** | **With the warning given beforehand, not afterwards: with two level 1 technicians, a queue still points at the individual** |
| **Named indicator** | **Produced if management decides so** | **Prior information of staff, written purpose, retention period, information of the staff representatives** |

## What is measured today, and what serves the department

| Measure | Use |
|---|---|
| Causes that keep coming back | **This quarter: printing tickets from the schools doubled after the change of copier supplier** |



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| Measure | Use |
|---|---|
| Lead times met and not met | Pick-up, resolution, patch application |
| **Load per queue, hour by hour** | **It is what revealed the 700 out-of-hours calls** |

> **On the cause that moved, a one-page sheet is already written** for the 23 school heads: of the twelve causes, it is the one that responds best to a written instruction rather than to a call.

## For the authority to settle

Recipient and time of the daily summary: _____

> **Request a demo with your own documents**
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-support-informatique

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.



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