



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 **Only three acts are automatic**, and each is withdrawn with a word.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

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: _____

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.