Direct-answer mandate — 12 causes, capped

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Document issued on 09/11/2026

Written, dated, withdrawable with one word · 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. **This is not a blank cheque:** the scope is named cause by cause, everything touching rights is excluded, and withdrawal takes effect within the minute.

What the mandate covers, and what it does not

Object	Regime	Who decides
The 12 causes listed by name	**Direct answer, at any hour**	Regime signed by the helpdesk manager
Request outside the 12 causes	**Drafted answer, internal sheet alongside**	**The technician sends it**
Account creation, privilege elevation, application access	**Outside the mandate — complete file built: request, head of department's approval, exact rights, duration**	**The information systems security officer**

Object	Regime	Who decides
Resetting an access	**Guidance screen by screen in self-service**	**The person types their own password — it is never entrusted to the AI agent**

What the mandate brings, before it is even signed

Measure	Today	Under the mandate
First pick-up time on the 12 causes	**3 h 40**	**8 minutes**
Tickets concerned per year	—	**2,650 out of 3,900 level 1 tickets**
Out-of-hours calls left unanswered	**700 a year**	**0**
Complete access file handed to the security officer	**2 days**	**25 minutes**

The safeguards, written into the mandate itself

Clause	Content
Traceability	**Every answer carries the internal sheet that grounds it, its date, and the statement that it comes from a digital assistant of the IT department**
Daily summary	**One page each morning: what went out the day before — a wrong answer is caught in an hour, not in three weeks**
Duration	**Review at three months, records in hand. Without an explicit decision the mandate stops — it is renewal that requires a signature, not termination**
Withdrawal	**One word, effective within the minute**: answers go back to drafts awaiting approval, nothing else changes

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Clause	Content
Information of staff	Notice published on the intranet, and the statement that the interlocutor is a digital assistant from the first sentence

> **The European regulation on artificial intelligence requires that anyone interacting with an AI system be told so**, and that statement is not a configuration option. **Anyone who asks gets a technician at any moment**: workstation, site and timestamp are noted, and the call-back is placed on the morning queue.

For the authority to settle

Date of the three-month review: _____

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> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-support-informatique

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