Guided resolution — business application unreachable

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

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Cause number 2 of the twelve · 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. **Every answer carries the internal sheet that grounds it and its update date.** A member of staff who sees where the instruction comes from applies it; an instruction without an origin gets re-argued on the phone.

What the agent hands the caller

Element	Delay	Content
Correlation of reports	**immediate**	**3 reports on the same application since 8.05 a.m., all on workstations updated overnight**
Diagnosis	immediate	**Sign-on session not renewed after the update — cause number 2 of the twelve**
Step-by-step from the internal sheet	**40 seconds**	**Full sign-out, cache cleared, sign back in — screen by screen, labels of the current portal**

Element	Delay	Content
Origin of the answer	immediate	Sheet number and update date, under the answer

What the agent does without being asked

Act	Reach	Measured effect
Same answer pushed to the 3 other reporters	3 people	**Three calls avoided**
Notice to the department	**34 staff of the civil status department**	**Prepared in draft, goes out with one click**
History of grouped incidents	9 incidents last year	**17 calls on average for the same problem — the notice sent within the hour would have spared 14**

The time this moves

Item	Before	With the agent	Over the year
Guided resolution of a common incident	**30 % of the ticket's time — 6 minutes**	**10 % — 2 minutes**	**177 hours across 2,650 tickets**

These hours go back to projects and to information system security — the only place where a public IT department recovers capacity without recruiting, and it is time given back to the service, not a post saved.

For the authority to settle

Trigger threshold for a grouped incident (number of reports / period): _____

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Legal notice (in French): bluelemonagent.ai/mentions-legales

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.