Thirty-four gaps, four unsettled

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **The user does not conclude the docs are old: they conclude they are on the wrong screen.**

Outcome	Gaps
Fixed in the documentation	**26**
Fixed in the product	**4**
Unsettled	**4**

> **The four fixed in the product were fixed because the product's word was less clear than the documentation's.** That is the judgement the agent could not make, which is why the flag goes to both authors together.

Why both authors together

Sending	What happens

To only one of them	**Each assumes the other will follow**
To both together	**The term gets settled**

The four unsettled

They are the places where the company has not decided how it names its own feature. The agent leaves them open and brings them back; it does not choose the term.

Case	Documentation's word	Screen's word	Settled?
1	**Term A**	**Term B**	**No**
2	**Term A**	**Term B**	**No**
3	**Term A**	**Term B**	**No**
4	**Term A**	**Term B**	**No**

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-ia-support-technique-documentation

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