Connection — what the agent touches, and what it does not

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5 tools, rights granted and rights refused · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. **The agent's scope is narrower than that of any user in the company.** *This is role-based access: rights follow the job, and the agent's job is execution, not administration.*

The five tools, right by right

Tool	What the agent may do	What it may not do
ERP	Create and update a call-out file, read the asset list and the contracts	**Delete, change a price, open the payroll module**
Document management	File, classify, rename according to the naming plan	**Delete, overwrite — a document filed under the same name creates a version**
Route planner	Propose a slot, hold an option	**Confirm an appointment, move an existing appointment**

Tool	What the agent may do	What it may not do
Mailbox	Read the team inbox, write drafts	**Send anything outside without a validation point or a mandate**
Supplier portals	Read the catalogue, stock levels, file a draft	**Order outside a mandate, negotiate, leave the contract catalogue**

No tool is replaced and no migration takes place. The agent plugs into what exists: the teams keep their screens, their habits and their shortcuts. **A connection that forced a change of tool would not be a connection, it would be a project.**

What one morning produces

Measure	Value	Detail
Requests handled between 6 am and 9 am	**31**	Before the team arrives
Actions logged	**214**	Tool, timestamp, result
Time per request	**3 min against 26**	**65 % of the cycle brought down to 8 %**
Time given back on that morning alone	**11 h 53**	Across six people
Files escalated to a person	**2 out of 31**	**Equipment outside the asset list · a message covering three sites**

Why those two files go up

File	What blocks	What the agent has prepared
Berthaud central kitchen	**Equipment missing from the recorded asset list: never entered, or not under contract**	**Both versions of the acknowledgement, depending on the commercial answer**

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File	What blocks	What the agent has prepared
Marcelin Group	**One message for three sites — so three chargeable visits**	Three separate files, ready, not opened

> **A doubtful client match never creates a second client record.** The file goes on hold and is visible. A duplicate client in an ERP takes months to repair: it is exactly the kind of damage a well-bounded connection has no right to produce.

For sales administration to set

Rights to add or remove before the pilot: _____

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