



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

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: _____

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.