



One hundred and forty-seven requests flagged, thirty-eight reclassified

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Document issued on 24/09/2026

6,200 requests · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The subject of the request was accurate, and so was the classification.**

Same request	In June	In November, electric heating
A window that closes badly	A nuisance	A bill, cold, condensation that damages the home

What the agent cross-checks

Element	Taken into account?
The subject declared	Yes
The time of year	Yes
The heating	Yes

Element	Taken into account?
Year of construction, floor	Yes
The tone of the message	Never

A tenant who writes curtly does not have a more urgent problem than a tenant who apologises for disturbing you — and the second is almost always the one who has waited longest.

What the agent brings the technical team

The standard classification is flagged as **possibly understated**, with the reason in writing — a window in November filed as “joinery”. **The technical team reclassifies it in one reading** instead of reopening the file, and the decision, along with the responsibility that goes with it, stays theirs.

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.