What is asked for, and what is deleted

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **An access opened for diagnosis stays open between diagnoses.**

Request	Wording used
Precise	**"The module X log between 2 and 3 pm on the 12th"**
Broad	**"Your logs" — never**

What arrives and what is used

Element	Handling
The requested part	**Used**
The rest of the sending	**Not used, and the customer is told**
At case closure	**Deleted, deletion logged**

> **An extract kept "in case it serves another case" is the beginning of a customer database no contract provides for.**

Permanent access

Offer	Accepted?	Why
Permanent access to the customer's systems	**No**	**It never closes by itself, nobody revokes it**

> **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/entreprises/cas-usage/agent-support-client-niveau-2-diagnostic

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.

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