Seven cases at five customers, one defect

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5 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **"Not reproducible" discards precisely the hardest defects.**

What these defects depend on	Example
A version	**—**
A data volume	**—**
A sequence of actions	**—**
A time of day	**—**

Matching	Value
Cases closed not reproducible, matched	**7**
Different customers	**5**
Shared conditions	**Same version, same sequence**
Reproduced at the	**7th match**

Matching	Value
Fixed in	**3 days**

> **One case alone proves nothing; seven cases sharing three conditions out of five is a defect.**

What the customer is told

Wording	Used?
"I could not reproduce it"	**Yes — it is true**
"There is no defect"	**Never — not the same thing**

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>
> 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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