What is announced, what is not

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **"The fix exists" and "the fix is with you" are two unrelated sentences.**

What the agent announces without hesitation

Element	Announced?	What it gives the customer
The defect is reproduced	**Yes**	**They stop doubting they were believed**
Under what conditions	**Yes**	**They know whether their case is covered**
Recorded under such a reference, on such a date	**Yes**	**They can follow it**
The workaround, where one exists	**Yes**	**They keep working meanwhile**

That is what a customer most often lacks, **long before a date.**

What opens with the link to the development tracker

Information	Origin	The agent's role
Fix date	**Recorded by development**	**Carry it, as it stands**
Last update of that date	**Same**	**Carry it**

> **The agent manufactures no date.** A date announced by support commits development, which did not set it — and the customer will hold it as a commitment.

The abandoned sentence

Finding	Value
Files closed with "fixed in version 4.2"	**11**
Of which the fix was deployed at the customer	**None verified**

The agent now says **"the fix has been deployed at your site since such a date"**, or nothing.

For the company to settle

Source of the fix date shown to the customer: _____

Who verifies actual deployment at the customer: _____

> **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

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