Morning watch — 4 flags

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **All four flags concern the agent's own conclusions.**

#	Flag	On what	Handling
1	**41 cases closed "external cause"**	**1,840 cases**	**Sample reread every month**
2	**22% closed "not reproducible"**	**Closure log**	**Cases kept and matched**
3	**11 "it is fixed" on an uninstalled version**	**Customer versions**	**Closure on installation, not on existence**
4	**3 requests concerning inaccessible data**	**Scope**	**Asked for, never taken**

What makes a case closure defensible

What the agent holds	What you gain

An external cause is proposed, never announced to the customer on its own	**The 41 cases closed "external cause" are sample-reread every month: "the problem is at your end" costs dearly the day it is wrong**
A failure to reproduce stays a failure to reproduce	**The 22% closed "not reproducible" are kept and matched against each other — that matching is what brings the common defect to light**
The fix date stays the one development announces	**You only hold dates that can be held: a date given by support commits a team that never gave it**
Severity is the one the customer states	**It is measured where it is suffered; you prioritise on actual use, not on an estimate made at a distance**
Access to customer data is asked for, never taken	**The month's 3 requests were made in writing: diagnosing confers no right of entry, and that is what keeps the relationship workable**

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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