Resolution action — prerequisites and rollback

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Built, not triggered · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The action is built, nothing is triggered:** triggering on a client environment belongs to technical support.

The prerequisites, checked before the file is handed over

Prerequisite	State	Checked
Expected application version	**Compliant**	2 minutes ago
Backup less than 24 hours old	**Present — 6:12 am this morning**	2 minutes ago
No job running on the environment	**Verified**	2 minutes ago

The running order

Step	Move	Duration
1	Pause the aggregation job scheduler	10 s

Step	Move	Duration
2	**Purge the aggregation cache**	**3 min**
3	Rebuild the cache index	2 min
4	Resume the scheduler	10 s
Total	**No service interruption**	**6 min**

The order is the one used in incidents 41-2087 and 44-0912, in which it worked. This is not a procedure written for the occasion: it is yours, found again and set out clearly.

The check and the rollback

Point	Value	Where the threshold comes from
Health check	**Average response time below 800 ms within 90 seconds**	**Recorded on both precedents — not an invented threshold**
Rollback	**Written, tried this morning on the staging environment — 38 seconds**	Dated trial
Maintenance window	**None required**	The action interrupts no service

The time this shifts

Item	Before	With the agent	Over the year
Preparing a resolution action	**30 % of the incident's time — 11 min 30 s**	**7 % — 2 min 40 s**	**456 hours across 3,100 incidents**

> **The 11 shifted environments each receive the same action, built for each of them.** The ticket that was about to arrive eleven times will not arrive.

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For support to set

Environments on which the action is triggered today: _____

> **Request a demo with your own documents**
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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-technique-avance-diag-resolution

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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