Knowledge base — 120 entries rewritten

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

3,180 entries read, 9 years · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **1,940 entries out of 3,180 refer to an application version that is no longer run.** They are not wrong entries: they are correct entries that aged while the product moved on.

The state found

Fact	Volume	Consequence
Entries in the base	3,180	Nine years of writing
Referring to a version no longer run	**1,940 — 61 %**	**They cost time to whoever opens them**
Entries covering 68 % of actual uses over 5 years	**120**	**Those are the ones that were rewritten**

What a rewritten entry carries

Section	Content	What it is for in operations

Application version concerned	Version bounds	**The entry stops being applied to a product it no longer describes**
Symptom and traces	Client wording + log extracts	Recognition in a few seconds
Pre-check	What must be true before acting	Prevents action on the wrong environment
Action and health check	Commands, then expected indicator	Makes the action executable at first level
Rollback	Written manoeuvre	Makes the action reversible
False lead	**What was tried with no effect, on the first line**	**40 minutes saved on the slowdown family**
Actual uses	Number of incidents in which the entry served	Ranks the base by usefulness, not by age

What the rewrite shifts

Measure	Before	After
Families resolved alone by a first-level engineer	**3 out of 23**	**14 out of 23**
Tickets escalating to second level, per month	—	**180 fewer**
Workload of the two on-call experts	Days eaten into by escalations	**Two architecture projects resumed**

What is proposed: a batch review of the 120 entries, family by family — **one hour** —, then automatic writing of the updated version of any entry a release makes obsolete, **in the night that follows the deployment.** Publication stays with the support manager.

For support to set

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Date of the batch review of the 120 entries: _____

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https://bluelemonagent.ai/en/entreprises/cas-usage/agent-support-technique-avance-diag-resolution

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