Morning watch — 4 flags

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **The first flag is the only one where a customer has already been damaged**, and the only one handled in four hours: the other three cost money, this one costs a relationship.

#	Flag	What triggered it	At stake	Recipient	Chase
1	**3 chasers after a customer reply**	**Reply arrived at another mailbox**	**A relationship**	**Account owner**	**4 h**
2	41% non-open rate	**Sending address not authenticated**	169 emails	IT	7 d
3	7 bounces since February	Dead address, "chased" status	**€52,000 across 14 invoices**	Salesperson	7 d

#	Flag	What triggered it	At stake	Recipient	Chase
4	6 chasers in 11 days	3 sequences unaware of each other	A relationship	**Account owner, before the next send**	Before sending

> **Flags 1 and 4 are the same defect seen from two sides:** sequences that do not see each other, and that do not see what the customer has done.

What is already prepared this morning, and the step that is yours

Ready to go	What you gain
Every chasing sequence is written, recipient and invoice checked, waiting on a green light	**One minute of approval sets it off — your signature commits the company, not an automation**
The customer's reply has been read and the request it carries identified	**You handle the real request instead of sending one more message, and the invoice unblocks**
The address is taken from your own records, or asked of the sales rep who owns the account	**The €52,000 becomes collectable again without financial information leaving the company**
The domain authentication setting is written out, ready to copy	**Your IT team applies it with no risk of cutting off email, and the 169 emails at stake stop going missing: 41% go unopened today**
The stopped sequence comes back with the exact event that halted it	**One word restarts it once the event is handled — no invoice sits asleep under “chased”**

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https://bluelemonagent.ai/en/entreprises/cas-usage/assistant-de-relance-dimpayes-e-mail

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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.