



Three hundred and twelve messages, sixty-one questions

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12 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **That is not negligence, it is overflow** — and overflow is dealt with upstream, not by reproach.

Nature	Messages	Not opening them is
Automated sends, acknowledgements, notifications	251	The right behaviour
Carrying a direct question	61	A message with no reply

Age of the 61	Messages
Under a month	9
1 to 6 months	31
Over 6 months	21

Age of the 61	Messages
The oldest	11 months

Thirty-nine of the sixty-one arrived during the year's four busiest weeks. The link is not an excuse: it is what shows where to act.

What the agent prepares, and what belongs to the company

Action	Done?	Why
Reply to the 61	No	The reply begins with an apology, which belongs to the company
Mark them unimportant	No	The agent buries nothing
Prepare a draft for each	Yes	None goes without review

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.