Two hundred and eighteen messages, one hundred and seventy-four redirected

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **It is not the agent that gains access: it is the message that changes destination**, at the request of whoever is leaving.

Situation	Messages
Arrived in a personal mailbox during an absence	**218**
After forwarding: arrived at the service address	**174**
Still arriving personally	**44**

The 44 wait, and that is normal: their sender is writing to the person, not to the department. An arrangement that captured those too would do exactly what the scope forbids.

What refusing access to personal mailboxes costs

Situation	Consequence	Accepted?
A client writes to a salesperson on leave	**No faster reply**	**Yes**
An important message waits	**It waits for the person**	**Yes**

What is proposed instead of access

Element	Written by
Automatic forward during absence	**The person themselves**
To a service address	**—**
Binding requests arrive at a service address	**An organisational rule**

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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.

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