



One thousand three hundred and forty notes, twenty-seven maintained versions

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

Document issued on 24/09/2026

Quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The applicable note almost always exists**; what is missing is the path to it from a version.

What the product base weighs

Item	Count	What it implies
Product notes	1,340	Filed by product line
Product lines	9	2 renamed since
Maintained versions	27	Every note covers a range
Notes filed under a retired line name	214	Unfindable by the name the customer knows

This morning's request, end to end

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Step	What was done	Duration
Symptom described	"The PDF export comes out empty"	—
Customer version	4.6.2 , read from the installation record	No question asked
Note returned	NP-812 , applicable from 4.5.0 to 4.7.3	Immediate
Cause	Export template moved at the update	—
Case closed	Two clicks at the customer's end	6 minutes

The note was filed under the former product-line name. A technician searching by the current name does not find it; nor does a customer searching by theirs. **The version, by contrast, never changes name.**

The twenty-three notes returned out of range

Measure	Before the fix	After the fix
Searches measured	200	400
Note not covering the customer's version	23 — 11.5%	0
Pointless steps asked of the customer	6	0
Versions covered by no note	Handled as answers	9, handed to second line with their range

Sorting went by product line and symptom. A product line says nothing about a version: the range declared at the head of the note decides, and that is what is read now.

What the quarter gives back

Item	Arithmetic	Total
Searches in the product base	1,240	—
Median per search	7 minutes	—
Time given back	$1,240 \times 7 \text{ min} = \mathbf{8,680 \text{ minutes}}$	More than 144 hours
Base: 35 h a week	$144 \div 35$	More than four weeks

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.