Reset — the two conditions

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **The two conditions are not brakes: they are what makes the step offerable.**

The two conditions

Condition	Wording	What it prevents
State what will be destroyed, by name	**"This will erase your settings, your local history and your pairings"**	**A regret**
Confirmation that repeats the loss	**A "yes" to the sentence above**	**A reflex "yes"**

> A "yes" to "do you want to reset?" **is not informed consent.**

The effect of the two conditions

Indicator	Effect
Acceptance frequency	**Down**
Regrets afterwards	**None**

A reset solves a great many things — **which is precisely why it gets offered too early.**

What is checked before offering it

Check	This morning's finding
Does the symptom match an ongoing outage?	**23 requests in 40 minutes, 23 different customers**

> The agent **does not know** it is a general outage: **it sees a coincidence that probably is not one, and says so at once** rather than have twenty-three people fiddle with their devices.

The asymmetric cost of error

Situation	Cost
Flagging a correlation wrongly	**A few minutes lost**
Not flagging a real outage	**Dozens of customers fiddling for nothing**

Over eleven months	Value
Correlations flagged	**14**
Of which wrongly	**A few**

For the company to settle

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Legal notice (in French): bluelemonagent.ai/mentions-legales

Simultaneous-request threshold triggering a flag: _____

Request a demo with your own documents

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https://bluelemonagent.ai/en/entreprises/cas-usage/assistant-support-technique-niveau-1-produit

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