



Forty-one escalations, thirty-three questions already answered

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Document issued on 24/09/2026

Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Second line starts from the beginning, and that is rational: it has nothing else.**

Content of the escalation	Before	After
Initial symptom	Yes	Yes, in the customer's words
Exact product version	No	Yes
Manoeuvres tried and their result	No	Yes
What was ruled out, and why	No	Yes
What is left for level 2 to check	No	Yes

Saying what you did not look at is worth more than letting people assume you looked at everything. Second line starts where first line stopped, and it knows where that is.

Across the 41 escalations with no history	Count
Second line's first question already answered	33

A customer who explains again understands that nothing was passed on — that is when they stop believing in support, not when the fault drags on.

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.