Morning watch — 4 flags

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

Document issued on 09/11/2026

08/08/2026 · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The first flag is about how the agent is measured.**

#	Flag	On what	Recipient
1	**Measured on resolution rate**	**3,120 requests**	**Whoever sets the indicators**
2	**23 requests in 40 min, same symptom**	**Usual rate: 2 a day**	**Operations, immediately**
3	**41 escalations with no history**	**Escalation log**	**Second line and whoever sets the format**
4	**34 symptoms outside the tree**	**Diagnostic tree**	**Whoever owns the tree**

Five guarantees that keep the customer's trust on the line, and the route that still settles their request

What the agent rules out	Why
Take control of a device	A remote session sees the whole screen, not only the problem
Ask for a password, code or token	No procedure contains one
Propose a destructive manoeuvre without saying what it erases	A vague warning is clicked through
Say "it is at your end" without checking ours	The sentence that costs most when wrong
Force a symptom into the nearest branch	It loses what made it new

What is done instead

What is provided	What it guarantees
Guided diagnosis, step by step	Every step is described before it is taken, and the user stays in control
Reversible procedure	Whatever is changed can be put back, and the procedure says how
Documented escalation	Second line receives the steps already taken, their results and their time — it does not start over

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> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/entreprises/cas-usage/assistant-support-technique-niveau-1-produit

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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.