



Morning watch — 4 flags

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Document issued on 24/09/2026

08/08/2026 · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

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

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.