



Morning watch — 4 flags

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **All four flags precede any automation.**

#	Flag	On what	Handling
1	41% of cases pass through an unwritten step	4,200 cases observed	Described before being touched
2	60% standard cases, 17 variants	3 processes	The 40% taken out at the first step
3	Entry gain lost again in checking	End-to-end time	Flagged before go-live
4	3 steps with no explanation	Written procedures	Not automated

Five guarantees that make the promised gain show up in your accounts

What the agent rules out	Why
Automate a step where somebody decides	The agent prepares, the decision stays
Automate a step not understood	An informal check is a judgement
Close the manual route	On the day of the breakdown, somebody must know
Announce one step's gain as the process's	A figure that will never be found again
Measure people	The observed process would cease to exist

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.