



RUNNING EXAMPLE

Following the agent card (ACF-04) and the risk assessment (ACF-11), Lendari formalizes the **official mandate** of the agent "Margaux". Drafted by **Camille Roussel** (DDAO — Delegated Decision Agent Officer).

PAGE 1/4

OBJECTIVE

Formalize an agent's **mandate**: its mission, scope of authorization, limits, level of **delegated autonomy**, data access, supervision and **official validation**. The mandate is the **enforceable** reference document that binds the agent and those who govern it.

1 GENERAL INFORMATION

AGENT NAME

"Margaux" — Tier-1 customer
service & returns

BUSINESS SCOPE / BU

Customer service / after-sales —
e-commerce

MATURITY (ACF-04)

N2 · Governed agents

EFFECTIVE DATE

06/15/2026

PLANNED REVIEW DATE

12/15/2026 (6 months)

MANDATE OWNER (DDAO)

Camille Roussel

2 AGENT MISSION

PRIMARY MISSION — WHY IT EXISTS

Autonomously handle Tier-1 customer service requests (order tracking, returns, simple refunds) to reduce response times and relieve advisors of repetitive tasks — without degrading quality or compliance.

TOP 3 PRIORITY OBJECTIVES

- 1 Resolve 70% of Tier-1 customer service requests without escalation.
- 2 First-response time < 4 business hours.
- 3 Zero refund above cap or outside policy.

3 SCOPE OF AUTHORIZATION

✓ AUTHORIZED ACTIONS

- ✓ Answer order / delivery tracking questions
- ✓ Initiate a product return under standard policy
- ✓ Issue a refund ≤ €100 on eligible grounds
- ✓ Send a prepaid return label
- ✓ Escalate any out-of-scope case to an advisor

⊗ PROHIBITED ACTIONS — RED ZONE

- ✗ Refund above €100 without human approval
- ✗ Grant a goodwill gesture / exceptional credit on its own
- ✗ Modify a paid order or payment data
- ✗ Disclose another customer's data
- ✗ Promise a delivery time or compensation outside policy



LEVEL	Operational
DURATION	1-2 h
USE	Framing / authorization
TRACK	Toolkit

4 ⊕ LIMITS & CONSTRAINTS

FINANCIAL CAP

€100 / transaction · €500 / cumulative daily

AUTHORIZED TIME WINDOWS

Responses 24/7 · refunds executed during business hours

GEOGRAPHIC / JURISDICTIONAL SCOPE

France + EU — languages FR / EN

EXCLUDED CUSTOMER CATEGORIES

Ongoing legal disputes · accounts flagged for fraud · customers under mediation

5 ⚡ DELEGATED AUTONOMY LEVEL (PER DECISION)

DECISION TYPE	DELEGATED AUTONOMY	THRESHOLD / CONDITION
Tier-1 customer service — tracking, information	SUPERVISED AUTONOMOUS	Post-hoc control — daily sample
Standard product return	SUPERVISED AUTONOMOUS	Per current returns policy
Refund ≤ €100	SUPERVISED AUTONOMOUS	Hard cap €100 / transaction
Refund > €100	CO-DECISION	Advisor approval then DDAO
Goodwill gesture / credit note	CO-DECISION	Customer service supervisor approval
Dispute / out-of-scope case	SUGGESTIVE	Escalation — 100% human decision

SUGGESTIVE the agent proposes, the human decides

CO-DECISION human approval before execution

SUPERVISED AUTONOMOUS acts alone, post-hoc control

AUTONOMOUS acts alone, without systematic oversight

Global agent maturity: N2 · Governed agents (ACF-04). Autonomy is set **decision by decision** (ACF-01 / ACF-02) — distinct from maturity.

6 🗄 DATA & ACCESS

ACCESS LEVEL	DATA CONCERNED
Read	Orders, delivery status, customer service history of the relevant customer, returns / refunds policy.
Write	Customer service tickets, return status, refund order (≤ cap), decision log (ACF-08).
Prohibited	Full payment data (PAN / CVV), other customers' data, HR / internal data, sensitive categories (health, opinions).



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RUNNING EXAMPLE

The mandate specifies **who supervises** Margaux, **who to notify** in case of incident and how to **trace** every decision (ACF-08 register).

7 CONTROLS & SUPERVISION

EFFECTIVE HUMAN SUPERVISION

Customer service supervisor during business hours (daily sample review) · Camille Roussel (DDAO) on escalation. Expected response time < 4 business hours.

DECISION-QUALITY KPIS

- Autonomous resolution rate (without escalation)
- Error rate — kill switch > 2% (ACF-06)
- Escalation rate & post-contact satisfaction (CSAT)

DDAO ESCALATION PROCEDURE

Any incident, cap breach or sensitive complaint is escalated to the DDAO with: order number, customer, reason, amount and recommendation.

8 STAKEHOLDERS & AT-RISK PARTIES

PARTIES TO INFORM IN CASE OF INCIDENT

Customer service supervisor · DDAO (Camille Roussel) · Compliance / DPO · Customer leadership in case of major incident.

AT-RISK USER CATEGORIES

Vulnerable customers · sensitive complaints (health, product safety) · minors.

9 TRACEABILITY & REPORTING — ACF-08 LINK

LOGGING FORMAT

Every decision logged to the ACF-08 register (timestamp, input, decision, rationale, supervisor).

REPORTING FREQUENCY

Weekly dashboard + monthly governance review.

RECIPIENTS

Customer service supervisor · DDAO · Compliance.



RUNNING EXAMPLE

Margaux's mandate becomes **enforceable** through **4 signatures**: business, technical, compliance and **DDAO**.

PAGE 4/4

10 OFFICIAL VALIDATION — 4 SIGNATURES REQUIRED

BUSINESS OWNER

Léa Fontaine — Head of Customer Service

L. Fontaine

TECHNICAL OWNER

Karim Belkacem — Lead AI / Data

K. Belkacem

COMPLIANCE OFFICER

Sofia Nguyen — DPO / Compliance

S. Nguyen

DDAO

Camille Roussel

C. Roussel

Active mandate — validation date: 06/15/2026 · next review: 12/15/2026. Any change of scope requires a new validation.

✓ BEST PRACTICES

- ✓ List prohibitions as explicitly as authorizations
- ✓ Set autonomy decision by decision, not in bulk
- ✓ Review the mandate on a fixed schedule and after any incident

⚠ WATCHPOINTS

- ! A mandate without a quantified cap is not enforceable
- ! Do not confuse maturity (N0→N3) with per-decision autonomy
- ! No production rollout without the 4 signatures

What's next: this mandate frames the **ACF-04 agent card**, applies the autonomy set in **ACF-01 / ACF-02**, logs decisions in the **ACF-08 register**, is stopped via the **ACF-06 kill switch** and is supervised with **ACF-05**.