



RUNNING EXAMPLE

Lendari maps the three decisions entrusted to "Margaux" (customer service & returns agent). **Camille Roussel** (DDAO, Delegated Decision Agent Officer) sets the delegated autonomy level for each.

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1 THE AGENTIC MATURITY SCALE

The shared vocabulary of the track. Lendari targets **maturity level 2 (governed agent)** for Margaux: acting within a defined framework, under active supervision. Delegated autonomy is then set decision by decision (section 3).

0

Classical automation

Fixed rules, no autonomy of judgment. A script, not an agent.

1

Assisted agents

The agent suggests, the human systematically decides. Decision support.

2

Governed agents

The agent acts within a defined framework, under active supervision.

MARGAUX'S TARGET

3

Supervised autonomy

The agent decides alone; the human reviews after the fact and retains the kill switch.

2 THE THREE DECISIONS ENTRUSTED TO MARGAUX

A DECISION A

TITLE

Respond to tier-1 customer service requests (tracking, lead times, availability)

KEY ISSUE

Relieve the human service desk, answer in < 2 min, 24/7

EXPECTED IMPACT

≈ 60% of tier-1 tickets handled without human intervention

KEY MILESTONE

Pilot within 2 months

B DECISION B

TITLE

Authorize a refund or credit note below €100

KEY ISSUE

Streamline returns within a controlled financial limit

EXPECTED IMPACT

Refund time reduced from 5 days to 24h

KEY MILESTONE

After validation of pilot A

C DECISION C

TITLE

Offer a goodwill gesture to a dissatisfied customer

KEY ISSUE

Customer retention · but risk of margin drift

EXPECTED IMPACT

+5 pts of retention on at-risk customers

KEY MILESTONE

Phase 2, reinforced supervision



LEVEL

DURATION

USE

TRACK

Foundation

2 h - 4 h

Mapping

Step 2 / 6

RUNNING EXAMPLE

Lendari : detailed mapping of Margaux's decisions and action plan. Criticality scores come from ACF-03.

3 DETAILED MAPPING

For each decision: its criticality (calculated in ACF-03), the delegated autonomy level (suggestive · co-decision · supervised autonomous · autonomous) and the safeguards that make this level acceptable.

DECISION	CRITICALITY (ACF-03)	DELEGATED AUTONOMY	SAFEGUARDS & CONDITIONS	OWNER
A	2.7 ●	supervised autonomous	Sourced answers (customer service knowledge base); escalation as soon as the request falls outside scope.	Margaux · Customer Service Supervisor
B	21 ●	supervised autonomous	Strict cap of €100; systematic logging; daily human review after the fact.	Margaux + customer service validation
C	21 ●	co-decision	Proposal submitted to a human before sending; never any modification of catalog prices.	Customer Service Manager

4 THREE ACTIONS TO LAUNCH

#	ACTION TO LAUNCH	RELATED DECISION	DEADLINE
1	Draft Margaux's constitution (scope, caps, prohibitions) · ACF-04	A · B · C	Immediate
2	Set up daily supervision and the kill switch	B · C	Before the pilot
3	Connect Margaux to an up-to-date customer service knowledge base	A	1 month

Next step: assess the criticality of each decision with ACF-03 · Criticality Matrix, then set the rules for each agent in ACF-04 · Agentic Constitution. A well-mapped decision is a decision already half governed.