



RUNNING EXAMPLE

Lendari formalizes the card for "Margaux", customer support & returns agent: identity, data, tools and maturity. Owner: **Camille Roussel** (DDAO · Delegated Decision Agent Officer).

1 AGENT IDENTITY

AGENT NAME	ROLE
Margaux	Customer support & returns agent · tier 1
PRIMARY MISSION	SCOPE OF ACTION
Handle tier 1 customer support and returns for Lendari customers.	Returns, refunds < €100, goodwill gestures requiring approval.
ASSOCIATED SYSTEMS / SERVICES	OWNER (RESPONSIBLE HUMAN)
Zendesk, Lendari OMS, customer support database (EU instance).	Camille Roussel · Director of Digital Transformation (DDAO).
CREATION / VERSION	STATUS
06/03/2026 · v1.0	In testing · Active · Suspended · Archived

2 MISSION & OBJECTIVES

MEASURABLE OBJECTIVES	SUCCESS INDICATORS (KPIs)
1 Handle 70% of tier 1 requests without human intervention within 6 months. 2 Maintain a CSAT ≥ 4.2 / 5 on managed conversations. 3 Bring the first-response time below 2 minutes.	Autonomous resolution rate (no escalation). CSAT & ticket reopen rate. Amount refunded / day & error rate.



3 ⌚ AGENT MATURITY

The agent's overall **governance framework** (ACF-02 scale), distinct from the **autonomy delegated decision by decision** (set in ACF-02 / ACF-03).

- ☐ **N0 · Classic automation** · fixed rules, no judgment
- ☐ **N1 · Assisted agents** · proposes, the human decides
- ☒ **N2 · Governed agents** · acts within a defined framework, supervised
- ☐ **N3 · Supervised autonomy** · decides alone, control after the fact

Delegated autonomy (per decision): Margaux is at maturity **N2**. The latitude varies by decision (ACF-02) · *supervised autonomous* on tier 1 customer support and refunds < €100, *co-decision* on goodwill gestures.

4 🗄️ AUTHORIZED DATA

- ☒ **Internal data** (FAQ, support procedures)
- ☒ **Customer data** (orders, returns)
- ☒ **Operational data** (logistics, inventory)
- ☐ Financial data
- ☐ Partner data

SENSITIVITY & RESTRICTIONS

High sensitivity (personal data). No data outside the EU; no payment access; anonymized exports.

5 🔧 TOOLS & INTEGRATIONS

AUTHORIZED TOOLS / APIS

- **Zendesk** · tickets & conversations.
- **Lendari OMS** · tracking, return labels.
- **Refund engine** · capped at €100.
- **Customer support knowledge base** · read only.

USAGE RESTRICTIONS

Read-only catalog; no admin access; refund cap enforced by a technical guardrail.



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RULES & GUARDRAILS

MANDATORY RULES

- Comply with GDPR and the AI Act; never any data outside the EU.
- Never issue a refund > €100 without human approval.
- Log every decision: reason, amount, order.

WHAT THE AGENT MUST NEVER DO

- Modify a price, a promotion or the terms and conditions.
- Disclose personal data to a third party.
- Expand its scope or bypass the cap.

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HUMAN INTERACTION

THE AGENT MUST ALERT A HUMAN IF...

- ✓ Decision is out of scope
- ✓ Confidence < defined threshold
- ✓ Error or anomaly detected
- ✓ Financial impact > threshold (≥ €100)

ESCALATION

Support supervisor, then Camille Roussel. Response < 4 business hours. Forwards: order, customer, reason, amount, recommendation.

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REVIEW & IMPROVEMENT

REVIEW FREQUENCY

- ✓ Weekly (daily in the 1st week)
- ☐ Monthly · Quarterly

REVIEW CRITERIA

Errors, escalations, CSAT, amount refunded / day.

PLANNED IMPROVEMENTS

- Enrich the customer support knowledge base.
- Refine escalation and confidence thresholds.
- Extend to proactive delivery tracking.

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TRACEABILITY & APPROVAL

DATE	ACTION / CHANGE	AUTHOR (HUMAN)	VERSION
06/03/2026	Creation (aligned with ACF-04)	Camille Roussel (DDAO)	1.0

APPROVED BY Camille Roussel · DDAO

DATE 06/03/2026

SIGNATURE

Next step: supervise Margaux (ACF-06), then prepare the emergency stop · ACF-07 · Kill Switch.