



RUNNING EXAMPLE

Lendari pilots "Margaux" after go-live: KPIs, alerts and incidents from week 1.
Owner: Camille Roussel (DDAO · Delegated Decision Agent Officer).

PAGE 1/3

1 SUPERVISION KPIS

INDICATOR	TARGET	CURRENT VALUE	TREND	STATUS
Autonomous resolution rate	≥ 70%	64%		
CSAT (customer satisfaction)	≥ 4.2 / 5	4.4 / 5		
First response time	< 2 min	1 min 30		
Error rate	< 2%	1.3%		
Amount refunded / day	< €500	€320		
Escalation rate	20-30%	36%		

2 ALERTS & INCIDENTS

DATE	TYPE	DESCRIPTION	SEVERITY	STATE
05/28	Incident	3 off-topic replies (outdated FAQ)	Low	
05/29	Escalation	€80 goodwill gesture outside latitude (co-decision)	Medium	
05/31	Guardrail	€240 refund blocked (€100 cap)	-	

STATUS LEGEND

- Compliant / OK
- Monitor closely
- Critical / action
- Not applicable

BEST PRACTICES

- Update the dashboard every week.
- Document every incident and every decision.
- Reassess KPIs and thresholds periodically.



3 COMPLIANCE MATRIX

KEY PRINCIPLE (AI ACT)	STATE	COMMENT
Safety & protection	Compliant	EU instance, restricted access
Transparency & traceability	Compliant	Every decision logged
Fairness & non-discrimination	Compliant	No customer profiling
Responsibility & accountability	Compliant	DDAO identified (C. Roussel)
Legal compliance (GDPR / AI Act)	Partial	DPIA being updated
Privacy	Compliant	Anonymized exports
Reliability & robustness	Partial	Escalation thresholds being fine-tuned

4 DECISION & ESCALATION LOG

DATE	DECISION / ESCALATION	REASON	OUTCOME	OWNER
05/26	Go-live v1.0	Supervised launch	Daily supervision activated	C. Roussel
05/29	€80 goodwill gesture	Outside latitude (co-decision)	Approved by customer service supervisor	L. Fontaine
06/02	End-of-run-in review	Transition to weekly cadence	Escalation thresholds adjusted	C. Roussel



5 ACTION PLAN & CONTINUOUS IMPROVEMENT

ACTION	OBJECTIVE	OWNER	DUE DATE	STATUS
Expand the customer service FAQ	Reduce off-topic replies	L. Fontaine	06/15	In progress
Fine-tune escalation thresholds	Bring escalation < 30%	C. Roussel	06/30	To do
Proactive delivery monitoring	+10% autonomous resolution	C. Roussel	07/31	To do

6 PERIODIC REVIEW & SIGN-OFF

REVIEW FREQUENCY

Weekly (daily during week 1) · next review on 06/09/2026.

PARTICIPANTS

Camille Roussel (DDAO), customer service supervisor, Léa Fontaine (business).

REVIEW OUTCOMES

- ☐ Objectives achieved
- ☒ Satisfactory progress
- ☒ Adjustments required (thresholds, FAQ)
- ☐ Major issues identified

Supervision lead · Customer service supervisor · 06/03/2026

Governance lead · Camille Roussel (DDAO) · 06/03/2026

Keep at hand: the emergency stop **ACF-07 · Kill Switch** (Margaux trigger: error rate > 2%) and **ACF-12 · Agentic Risk Assessment** for emerging risks.