



RUNNING EXAMPLE

Lendari logs the decisions of its agent "Margaux" (Tier 1 customer service). Maintained by Camille Roussel (DDAO , Delegated Decision Agent Officer), supervised together with Léa Fontaine (Customer Service).

1 DECISIONS & INCIDENTS REGISTER

DATE / TIME	AGENT	DECISION / EVENT	RISK	VALIDATED BY	OUTCOME / IMPACT	FOLLOW-UP
06/03 09:14	Margaux	Refund €78 · defective item returned	Moderate	Auto (supervised)	Refunded, customer notified < 2 min	Log · weekly review
06/03 11:47	Margaux	Refund request €240 · above the €100 cap	High	Co-decision L. Fontaine	Escalated, approved after invoice check	24-hour review (mandate ACF-13)
06/04 15:30	Margaux	Goodwill gesture -15% on delivery dispute	Moderate	Co-decision L. Fontaine	€32 credit note issued	Satisfaction D+7
06/05 08:02	Margaux	Error rate 2.3% > 2% threshold	Critical	Auto → alert C. Roussel (DDAO)	Kill switch armed, agent suspended 40 min	Post-mortem ACF-10
06/05 10:20	Margaux	Resumed operations after prompt correction	High	C. Roussel (DDAO)	Restart OK, rate dropped to 0.7%	24-hour review
06/05 16:05	Margaux	Customer dispute threatening a negative public review	High	Co-decision L. Fontaine	Out of scope → handled by a human advisor	Closed D+1

● Critical = immediate halt ● High = 24-hour review ● Moderate = weekly review ● Low = log only
● Very low = sampling



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Weekly context notes and governance rules for the Lendari register.

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2 NOTES & CONTEXT

Incident #4 (06/05). Error spike caused by a faulty catalog synchronization : false "item unavailable" responses. Fix: resynchronization + safeguard added to the prompt. No customer loss. Full post-mortem → **ACF-10**.

Mandate compliance. All refunds > €100 this week were escalated in line with the mandate (**ACF-13**). No "goodwill gesture" decision taken autonomously without co-decision.

Indicators. Weekly CSAT: 4.4 / 5. Tier 1 resolution rate without human intervention: 73%.

3 REGISTER GOVERNANCE RULES



WHY KEEP THIS REGISTER?

- AI Act requirement (art. 12 · logging) & DORA
- Evidence of governance for fiduciary audit
- No trail, no accountability



CONFIDENTIALITY

- ! Contains sensitive data (customers, amounts)
- ! Restricted access: DDAO, DPO, executive management
- ! Retention & purge per GDPR policy



REVIEW FREQUENCY

- ✓ Critical / High: review within 24 hours
- ✓ Moderate: weekly review
- ✓ Monthly overall review (DDAO + DPO)

Next step: turn tracked incidents into an improvement plan with **ACF-10**, trigger **ACF-07 · Kill Switch** if a threshold is crossed, and tie each decision back to the **ACF-13 mandate**.