Document tracking — what stops a chaser

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

38 % → 79 % of files complete at D+7 · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **No file is forgotten, and a chaser stops the second the document arrives** — including at 10 p.m. on a Saturday. **A chaser that stops at the reply tells the policyholder they were read.**

The proposed rhythm, drawn from the department's own return times

Point	Channel	Why that one
D+4	**The channel the policyholder used to notify**	**It is the one they check**
D+10	A different channel	The first may have failed without anyone knowing
D+15	**A call from the voice agent**	**After two written attempts with no reply it is no longer forgetfulness, it is an obstacle — and an obstacle is cleared by talking**

The two automatic actions, reversible in both directions

Event	What the agent does	And the reverse
The document arrives	**The sequence stops instantly**	**If the document is unreadable or incomplete, the agent asks again for THAT document alone, never for the whole list**
The policyholder replies with something other than a document	**The sequence stops as well and the message goes to the handler**	A question, a challenge or bad news: none of them calls for a chaser

Asking only for the document that is genuinely missing is what keeps a policyholder acting in good faith on the mutual's side. That is the mechanical reason why a chaser names one document rather than a list.

What the quarter produced

Measure	Before	After one quarter
Files complete at D+7	**38 %**	**79 %**
Chasers that did not need sending	—	**2,100** — document already in, or grouped request enough first time
Handler time returned on this task alone	—	**≈ 22 working days over the quarter, across 14 handlers**
What that time became	—	**Work on the 340 files older than two months — the ones that generate complaints**

The next step proposed

Measure	The finding behind it	Decision

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Uploading a document as a simple photo from the link in the request	**Among artisans, 6 documents out of 10 are already photographed on a phone then re-scanned at the branch**	**The department decides; the route is ready**

For the department to set

Chaser rhythm agreed (D+__ / D+__ / call at D+__): _____

> **Request a demo with your own documents**
>
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
>
> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-des-sinistres-assurance-n1

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales