



Document tracking — what stops a chaser

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

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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 arriving after a reply tells the policyholder that nobody read them.**

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 again for everything already supplied is the surest way to lose a policyholder acting in good faith. 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
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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
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For the department to set

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

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