



Three channels, one queue

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Phone, portal, secure messaging · 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. **A patient who calls and a patient who writes arrive in the same queue, in the same format, with the same protocol applied.** That is what makes equal treatment verifiable rather than promised.

The three channels

Channel	Volume / day	What the agent does	What changes
Phone	96	Picks up on the first ring, including when all three lines are busy	41 % of calls missed at peak → 6 %
Online portal	71	Same intake, same protocol	An answer at any hour, real slots
Secure messaging	23	Same intake, identical outside-protocol circuit	No more next-morning pile

Channel	Volume / day	What the agent does	What changes
Total	190	—	11,970 over the quarter

Nights and weekends

Measure	Quarter
Nights covered	63
Requests filed outside opening hours	1,190
Gathered and directed the same night	1,190
Placed in the 8.30 a.m. batch	1,190

What is announced to every caller

Point	Implementation
Announcement of being an AI system	In the first sentence, in the language of the person
Basis	The European regulation on artificial intelligence requires that anyone interacting with an AI system be informed of it, unless that is obvious
Asking for a human	Possible at any time — 74 people asked this quarter, 74 got one
Configurable	No: the announcement is not a tick-box

What is proposed

Measure	Volume	What the records say
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Automatic call-back for hang-ups	6 calls a day	4 out of 6 call back within the hour by themselves — the gain is the other two, and the irritation in the queue
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For the centre to set

Time window for automatic call-back: _____

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.