Three channels, one queue

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

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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

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**

For the centre to set

Time window for automatic call-back: _____

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

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