Handling trail — reconstruction in 3 minutes

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2,550 files of the quarter · 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. **The trail is built during handling, not afterwards**: that is what takes it from 30 % to 4 % of the handling time of a file.

What the trail carries, file by file

Element	Detail kept
Steps completed	**Timestamped, with their author — the agent when it is the agent, the person when it is a person**
Documents received	Arrival date and the request that called for them
Costed items	**Cover clause, policy version on the day of the loss, excess, limit**
Validation points	**Who approved, when, and what changed between draft and decision**

What it used to cost, what it costs

Measure	Before	After	Over the year
Building the trail	**30 % of handling time — 25 min**	**4 % — 3 min 20 s**	**1,842 hours across 5,100 files**
Reconstructing a file for an audit	**2 hours**	**3 minutes**	—

What the quarter shows

Measure	Value
Files handled	2,550
Costed items referring to a cover clause	**100 %**
Policyholder challenges	34
Challenges closed at the reading of the item detail	**29**

An amount without its reference to the contract enters no settlement proposal. That is the central rule of this arrangement, and it explains the 29 closed challenges: **a policyholder who sees where every euro comes from rarely challenges twice.**

> **The trail exists in a form a policyholder can read** and can accompany every settlement proposal. Trial proposed for one month, on files above €3,000.

For the department to set

Threshold above which the trail accompanies the proposal: €_____

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https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-traitement-des-sinistres-complet

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