Switchboard and desk — 19,000 requests, 12 subjects

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Twelve months of call logs · 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. **Any health question goes back to the care team concerned**, with its name, its direct number and its calling hours. **The agent never gives an answer that is not its to give.**

What twelve months of logs show

Channel	Annual volume	Unanswered
Calls	**11,200**	**4,256 — 38 %**
Desk visits	5,300	—
Emails	2,500	Average reply time: **6 days**
Total	**19,000**	**of which 12,400 on twelve subjects**

A desk open 52 hours a week facing families who live 168: the 4,256 lost calls say nothing about the quality of the welcome, they say how far apart two clocks are.

The twelve subjects, and the source of each answer

Subject	Source of the answer
Documents to bring	List per type of entry
Times and where to report	Welcome booklet
Single room and its price	**The hospital's price list, with its date**
Cover by the complementary insurer	The patient's file
Out-of-pocket amount	Calculation from the file
Attendance certificate	Admission and discharge movements
Depositing valuables	Internal rules
Visits, meals, accompanying persons	Welcome booklet
Transport	Welcome booklet
Discharge and papers to collect	List per type of discharge
Where a request for cover stands	**Request log, with the date it was sent**
Health question	**No answer — immediate referral to the care team**

What this changes

Measure	Before	With the agent
Unanswered calls	**38 %**	**6 %**
Reply time to a family email	6 days	**2 hours**
Hours of availability	52 a week	**168**
Time to answer a recurring question	**5 minutes**	**2 minutes**

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The agent states in its first sentence that it is the admissions office digital assistant and not an officer: the European regulation on artificial intelligence requires that anyone interacting with an AI system be informed. **The caller can ask for a human officer at any moment** — their number is taken and a dated call-back is left for the service.

For the hospital to settle

Date on which management reads over the twelve answers: _____

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/secteur-public/metiers/agent-ia-admissions-hospitalieres

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.

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