Equal access — versions re-read and support sessions

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

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Where non-take-up is won or lost · fictitious 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.

Fictitious document, produced for the demonstration. **The people least at ease with writing and with digital services are the ones who decide whether the service is genuinely delivered to everyone** — and they are the first to give up.

The twelve subjects, in all their versions

Version	What changes	Who chooses
Everyday French	The CCAS's usual wording	The resident
Plain-language version — complementary agent	**Pass this content to the Accessibility, Easy Read and Translation agent**	**A dedicated agent, and it is not part of what this agent includes**

Version	What changes	Who chooses
Re-reading of both versions	**A front-desk officer and a social worker re-read all 24 versions; 19 sentences out of 143 were rewritten**	The CCAS — it is the one that puts them at the counter

Easy read — « easy to read and understand » — and plain language are the job of the Accessibility, Easy Read and Translation agent: a dedicated agent, and it is not part of what this agent includes. **The 47 reasoned refusals and the 268 notifications are passed to it with their reasoning, their amount and their appeal routes:** a decision you cannot understand is a decision you simply endure, **and a resident who does not understand a refusal does not appeal — he gives up.**

The website — what belongs to writing

Point reworked	What was done	Effect
Link labels	**Explicit out of context**	**A screen reader announces the link, not « click here »**
Heading structure	Hierarchy put back in order	The page can be navigated by keyboard
Alternative text for images	Written to describe the image	Visuals stop being mute
What belongs to the site's code	**11 points listed for the supplier**	**Contrast, forms, navigation — each with its page, its criterion and the correction expected**

The RGAA is the French public-sector accessibility standard, which applies to public websites. **The agent handles what belongs to writing and hands the supplier the list of what belongs to the code** — the CCAS has nothing to rewrite.

Support with online procedures

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What the agent does	Why
It gives the list of documents to prepare BEFORE starting	**That is the most common abandonment: the person starts, one piece of evidence is missing, she closes the page and never comes back**
It pre-fills the screen in front of the person from the documents she brought	**Civil status, address, file numbers — everything that gets copied out and mistyped**
It reads the screen with her and explains what is being asked, and why	The person knows what she is filing
She is the one who enters her credentials and validates	**Her credentials are never entrusted to the agent: that click is what makes the process hers, and therefore valid**

What it gave over one quarter

Measure	Value	Reading
Support sessions on online procedures	**63**	—
of which taken all the way	**57**	**The other 6 were waiting for a document to be obtained elsewhere**
Supported data entry time	**26 min → 9 min**	The person leaves with a summary of what she filed
Appointments booked	**74**	**3 people arrived without their documents, against 19 last year**
Outreach session on Tuesday afternoons	**22 people received**	One hour a week, at the community centre
of which had never set foot in the CCAS	**14**	**and 9 of them had an entitlement they had never claimed**

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The outreach session is run by the agent, with the social worker reachable for anything outside the twelve subjects. **It adds no opening hours to fund and takes none away from counter users.**

For the CCAS to settle

Place and slot for the outreach session: _____

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-agent-action-sociale

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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