Front desk — 5,400 enquiries, 12 subjects

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

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1,238 unanswered calls, and 0 reason named · 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 agent says in its first sentence that it is a digital assistant of the CCAS, not an officer.** This is not an option that can be switched off: the European regulation on artificial intelligence requires informing anyone interacting with an AI system, and **the person can ask to speak to an officer at any moment.**

What the CCAS receives, and what goes unanswered

Channel	Annual volume	Unanswered	Cause
Telephone	**3,020**	**1,238 — 41 %**	**Front desk open 24 hours a week, four people on the casework team**
Counter	1,460	0	Concentrated on four half-days
E-mails and messages	920	0	**But 9 days of waiting on average**

The twelve subjects — 3,100 enquiries out of 5,400

Subject	Enquiries per year	Where the written answer is
Opening hours, duty sessions and address	**486**	Town website
Documents to bring for an application	**431**	**Assistance rules**
List of assistance in the rules and general conditions	394	Assistance rules, resolutions
How far my application has got	**352**	**Case register — three states, and not one word more**
Booking and moving appointments	318	Duty diary
Address registration	246	Resolution on address registration
Meals on wheels	213	Resolution on charges
Social grocery	187	Agreement and rules
Energy assistance	164	Assistance rules, published conditions
… and 3 further subjects	309	CCAS resolutions and partners' published pages
Total	**3,100**	**The answer exists; what was missing was availability**

The rule that matters more than anything else in a CCAS

Request	What the agent says	What it never says

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How far my application has got	**« Received », « under examination » or « decision notified by letter », after checking the caller is the person concerned**	**The reason, an amount, any element of the situation**
Appointment reminder	The date, the time, the door, the documents to bring	**The reason for the appointment**
Acknowledgement	What is expected and by when	**What the application is about**
Measure over the year	**3,100 exchanges**	**0 outgoing messages naming the reason for an application — checkable line by line in the log**

It is this rule that makes it possible to answer on WhatsApp, by message or by phone without exposing anyone — and therefore to reach the publics an online form never reaches. **Discretion is not a constraint here: it is what makes the channel possible.**

The channels open, and what they change

Channel	For whom	What has to be installed
WhatsApp Business	**The publics an online form does not reach**	**Nothing — no account, no app**
Website chat and e-mail	Residents already comfortable with writing	Nothing
Switchboard and telephony	**Elderly people, people distant from the written word**	Nothing
Staff messaging	The 9 CCAS staff	**No change of tool**

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The result measured: unanswered calls **41 % → 6 %**, answering a routine question **6 minutes → 3**, that is **155 hours returned to the casework team**. **The 6 % that remain are those asking for an officer — they arrive with the subject already noted and the number to call back.**

For the CCAS to settle

Channels open to residents, settled by the head of service: _____

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.