Direct reply mandate — twelve subjects, capped and dated

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

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No case content, review at three months · 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. **Nothing goes out directly before the mandate is signed.** Until then the agent prepares draft replies; **the casework team sends them.**

What the mandate brings — the figure that decides

Measure	Without mandate	With mandate
Average response time	**9 days**	**2 days**
Enquiry arriving on Friday evening	**Handled on Tuesday**	**Handled on Friday evening**
Enquiries within the 12 subjects	3,100 a year	**3,100 handled at any hour**
Unanswered calls	41 %	**6 %**

The mandate, in seven lines

Clause	Content
Exact scope	**The twelve subjects, named one by one, and nothing else. Any question outside the list is passed on with a draft reply — written, never sent**
Absolute prohibition	**No case content leaves: no reason, no amount, no income, no element of situation. On progress, three states and not one word more**
Outside the mandate	**The social assessment and the decision. The reply is handed over drafted, documents alongside, within 4 hours instead of 9 days — and the team sends it, which makes it reasoned and challengeable**
Statements carried by every reply	**The source — rules, resolution or website page — with its date, and the statement that the reply was prepared by a digital assistant of the CCAS**
Next-day control	**Daily record of what went out the day before, on one page — a wrong answer is caught in an hour, not in three weeks**
Term	**Review after three months. Without an explicit decision at the review, the mandate stops — it is renewal that requires a signature, not termination**
Withdrawal	**One word from the head of service, and direct sending stops within the minute; replies go back to draft for validation**

The three things the agent does on its own initiative

Action	Rhythm	The reverse holds too	Withdrawal
Acknowledgement of every application	**The same day**	**If the person asks not to be contacted on a channel, that channel is dropped within the second and letters take over**	With one word

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Action	Rhythm	The reverse holds too	Withdrawal
Chasing a missing document and refreshing any document more than three months old	**Before the interview**	**A document that becomes valid again is removed from the outstanding requests at the same hour**	With one word
Previous day's record to the casework team	**Every morning**	**It goes only to the team, and it carries file numbers, never situations**	With one word

What is published to residents

Medium	Content	Where
Public notice	What the assistant handles, what it does not, how to ask for an officer	**Posted at the front desk and on a dedicated website page**
Greeting message	**The digital assistant statement, in the first sentence**	**On every exchange, without exception**
Agenda item	Presentation of the mandate and its scope	Board meeting following signature

The review timetable

Milestone	What is produced	Who decides
D+30	First record: volumes, response times, corrected replies	For information
D+90	**Full record and proposed revised scope**	**The head of service — without an explicit decision, it stops**
At any time	Withdrawal of one subject or of the whole mandate	The head of service

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A written mandate, capped, dated and withdrawable with one word is not a legal precaution: it is what makes it possible to say yes. The CCAS does not have to choose between rereading every message and signing a blank cheque.

For the CCAS to settle

Date of signature of the mandate and date of the three-month review: _____

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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