Missing documents — 231 complete files became 462

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Across 486 applications, two years compared · 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 missing document is the leading cause of withdrawal:** the file goes to sleep, the person does not come back, and **nothing in the registers signals what has just been lost.**

What the agent does, and when

Step	When	Result
Completeness check	**On receipt**	**Documents filed compared with the list in the rules, whatever is missing named document by document**
Request for documents	**The same day**	**Through the channel the person chose — letter, e-mail, message or call**
Refresh of a document more than three months old	**Before the interview**	**Not discovered during it — that is the correction that took 231 to 462**

Step	When	Result
Single reminder	D+8	Then back to the social worker with what is missing and what was attempted

The request lists what is missing, where to obtain it and by when. It never says why the application was filed — a letter can be opened by someone else, read aloud, left on a table.

The result measured over the year

Measure	Last year	This year	What it changes for the person
Files complete on the day of the interview	**231 out of 486**	**462 out of 486**	**The interview is about the situation, not about a document to look for**
Documents returned within 8 days	**212**	**391**	The file moves on in the week it was filed
Time from filing to notification	**24 days**	**11 days**	**Assistance notified thirteen days earlier is assistance paid thirteen days earlier**
Files abandoned for want of a reminder	**34**	**0**	**34 households had filed an application and never came back**
Files with a dated next step	—	**486 out of 486**	No file sleeps in silence

The next step proposed, already trialled

Measure	Effect observed	Decision
Request for documents sent with the form pre-filled from what the CCAS already holds	**Across the 63 files of the trial quarter, the return time fell to 4 days**	**The head of service — live within a day**

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The person then only has to supply what is genuinely missing. Asking again for evidence the service already holds is the first cause of discouragement — **and the easiest to remove.**

For the CCAS to settle

Reminder interval after a request for documents: _____ days

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

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