



Events programme — 96 sessions, 1,240 sign-ups

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

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No-shows 18 % → 7 % · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The agent informs and records sign-up requests; the list is settled by the member of staff running the session** — that is the network's rule, and it does not change.

What the agent handles on a session

Request	What the agent gives	Who decides
Content, age range, branch, time	The session sheet	—
Seats left	The real number, at that moment	—
Sign-up request	Recorded and handed to the member of staff running the session	They settle the list
Full session	The next session offered and a place on the waiting list	—

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Request	What the agent gives	Who decides
Seat freed up	The first person on the list is told within the minute	—

What changed across the 1,240 sign-ups of the year

Measure	Before	After	Measured cause
People signed up who do not come	18 %	7 %	A reminder that did not exist — it now goes out the day before at 6 p.m., with the place, the time and what to bring
Seats lost on full sessions	214	39	Waiting list called within the minute
Sessions below half capacity	22	9	Announcement ten days ahead instead of three, on the portal, the newsletter and the messaging channel

Flagged without being asked — the 9 sessions still under-filled

Finding	What your counts say	What is prepared	Who decides
The 9 sessions are all at 2 p.m. on weekdays, at the north branch	That branch takes 3.1 times more visitors between 4.30 p.m. and 6 p.m.	The rescheduling of the 9 sessions into that slot and the poster announcing it	The director — ten minutes to settle

Where sign-ups come from

Channel	Sign-ups	What it costs the front desk
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Telephone, during opening hours	640	As many interruptions of a member of staff already serving a user
Front desk	380	—
Email and form	220	Deferred handling
Total	1,240	—

Opening sign-ups on the messaging channel families already use removes those 640 interruptions at the front desk, **and spares families from calling three times.**

For the media library to decide

Time at which the day-before reminder is sent: _____

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