Answering users — 9,800 questions, 14 subjects

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

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3,724 questions arrived outside opening hours · fictional 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.

Fictional document, produced for the demonstration. **The agent says in its first sentence that it is a digital assistant of the media library, not a member of staff.** 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 user can ask for a person at any time.**

What the network receives, and when

Channel	Annual volume	Outside opening hours	Reply time before
Telephone	**4,100**	**1,640**	**Answerphone, call back on the next opening day**
Front desk	3,200	0	Immediate

Channel	Annual volume	Outside opening hours	Reply time before
Email and portal form	2,500	**2,084**	**5 days on average**
Total	**9,800**	**3,724 — 38 %**	**32 opening hours out of the 168 in a week**

The fourteen subjects — 7,400 questions out of 9,800

Subject	Questions a year	Where the written answer is
Availability of a document	**1,620**	Catalogue and copy status
Renewing a loan	**1,900**	Network rules of use
Holds and transfers between branches	780	Rules of use
Opening hours of the three sites	690	Network portal
Membership and renewal of membership	610	Rules of use, fee decision
Charges and lost card	420	Fee decision
Digital resources	390	Network portal
Overdues and return box	360	Rules of use
Events programme	330	Events diary
… and 5 further subjects	300	Rules of use and portal
Total	**7,400**	**The answer existed; it was availability that was missing**

The channels open to users — and what they change

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Channel	Public it reaches	What it avoids
Mobile messaging	**Families who never open an email**	**Three calls for a workshop seat**
Telephone	**Older people, publics far from digital tools**	**A trip for a question of availability**
Portal chat	Users already searching	An abandoned search
Email	Schools, teachers, associations	A five-day wait

No account to create, nothing to install. That is what separates a service open to everyone from a service open to those who know how to use it — **and it is unclaimed access recovered, measurable channel by channel.**

The time this shifts

Item	Share of the request's time, before	After	In minutes	Annual volume	Time given back
Answering an everyday question	**40 %**	**10 %**	**4 min → 1 min**	**9,800**	**490 hours**

> **The 10 minutes a request takes end to end do not change:** listening, searching, answering, recording. **What changes is the share taken by the search for the answer** — and that time goes back to the desk and to outreach.

For the media library to decide

Subject to handle first among the fourteen: _____

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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.

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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.