The workload of the post — where the time goes

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

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1,240 visas, 480 transcriptions, 8,000 enquiries a year · 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 measurement covers what the post handles and receives, not what any one person does.** No individual indicator is produced: **in a post of eleven officials, a named indicator would immediately identify the person.**

The three items measured, read on a single time scale

Item	Share of the scale, before	After	In minutes	Annual volume	Time returned
Preparing a transcription	**100 %**	**20 %**	**50 min → 10 min**	**480**	**320 hours**
Completeness check on a visa file	**60 %**	**10 %**	30 min → 5 min	**1,240**	**516 hours**

Item	Share of the scale, before	After	In minutes	Annual volume	Time returned
Reply to a national	40 %	**10 %**	20 min → 5 min	2,760	**690 hours**
Total	—	—	—	—	**1,526 hours a year**

The transcription is the post's longest task: it serves as the unit. The other two are read against it, which makes three very different jobs comparable without changing the rule. **1,526 hours is more than forty-three weeks of one full-time official's work, on the statutory basis of 35 hours. This is not a staffing saving and it must not be presented as one:** no post is cut, none is created — **it is staff time returned to serving nationals.**

What the post receives every year

Channel	Volume	Of which the 14 recurring subjects	Observation
Telephone calls	**2,400**	**1,320**	**1,100 arrive outside the four opening mornings, time difference included**
Emails	1,700	780	**Average reply time: 8 days**
Messages (mobile messaging, website chat)	1,000	420	The most used channel from the distant provinces
Counter visits	2,900	240	**Of which 640 for a single missing document**
Total	**8,000**	**2,760 — 34 %**	**One enquiry in three already has its answer written down somewhere**

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The deadlines the post was not meeting, and their cause

Commitment	Before	What explains it
Reply to an email from a national	**8 days**	The email waits for the morning when the counter is free
Unanswered calls	**1,100 out of 2,400**	**Counter open 15 hours a week, three time zones to serve**
Files complete at first filing	**4 out of 10 left incomplete**	**The document list is general, the situation never is**
Delay as seen by a visa applicant, from filing to answer	**19 days**	The missing document is discovered at the counter, not before
Information sheets rewritten in plain language	**16 out of 22**	**6 sheets existed in French only**

> **None of these delays comes from the quality of the officials' work:** they come from a district of 1,900 kilometres, three time zones and fifteen opening hours a week. **That is exactly the kind of load an agent absorbs without taking anything away from anyone.**

To be set by the post

Item to be tackled first, decided by the head of post: _____

> **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-consulaire

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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.