



Distances and time zones — where service is won

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1,900 km, 3 time zones, 15 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 gain of a consular post is not read first in staff minutes:** it is read in journeys avoided and in questions answered at the hour the national asks them. **It is the only figure the person nine hundred kilometres away will feel.**

The calls, hour by hour and province by province

Origin	Difference with San Ventura	Calls per year	Of which outside opening hours	Reading
Northern provinces	+2 hours	980	640	These are not late calls: these are people calling during their own office hours

Origin	Difference with San Ventura	Calls per year	Of which outside opening hours	Reading
San Ventura metropolitan area	—	820	210	Calls before or after work
Southern province	–1 hour	600	250	Counter already closed when the day starts late there
Total	—	2,400	1,100	After go-live: 84 unanswered calls, those asking for an official

The 14 recurring subjects — 2,760 enquiries out of 8,000

Subject	Enquiries per year	Where the written answer sits
Transcription of a birth record	412	The post's information sheets, transcription templates
Documents for a short-stay visa file	388	Applicable written conditions, filing slip
Passport renewal	306	The post's information sheets
Entry on the register of French nationals living abroad	271	Information sheets, online form
School grants	243	Campaign calendar, information sheets
Appointment booking and opening hours	228	The post's diary, consulate website
Voting proxy	196	Information sheets

Subject	Enquiries per year	Where the written answer sits
Legalisation and copies of records	174	Information sheets
<i>... and 6 further subjects</i>	542	The post's information sheets and instructions
Total	2,760	The answer existed; what was missing was availability and readability

The two written forms, and what sets them apart

Form	What sets it apart	What is available
Plain French	The post's usual wording, acronyms spelled out at first use	The 14 subjects and the 22 information sheets — this is the version that stands
Easy to read and understand	One idea per sentence, everyday words, the useful information at the top	The 14 subjects, attached to the plain version and never in its place
What is never reworded	A date, an amount, a deadline, a document name: copied verbatim	Only the sentence around them is rewritten
Total	—	28 versions written and signed off, 6 information sheets rewritten

The rule held is simple and can be checked: the easy-read version goes out alongside the plain one, never in its place, **and it is the plain French version that stands.** An official can therefore check in ten seconds what was said to a national, **and a rewording that shifted the meaning shows up immediately when the two are set side by side.**

What distance represents

Measure	Value	What it changes
Size of the district	1,900 km from north to south	A round trip from the north: two days and a night in a hotel
Recurring enquiries from beyond 400 km	890 a year	An accurate answer first time is worth two days of travel
Nationals on the register	21,400	Spread across three time zones

An answer available at any hour and written to be understood first time is not a comfort: it is a journey that does not take place, and it is equal access between the person living near the consulate and the one nine hundred kilometres away.

To be set by the post

Four subjects to be read first by the chancery officer: _____

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