Appointments and online procedures — 47 guided sessions

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

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640 appointments, 41 procedures taken through to the end · 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 most frequent abandonment is not technical:** the person starts, a proof is missing, they close the page and never return. **Giving the list of documents before starting removes the cause, not the symptom.**

Appointment booking

Step	What the agent does	Who decides
Qualify the request	Purpose, documents to bring, time to allow	Rules set by the post
Offer a slot	**Within the ranges opened by the post, never outside them**	**The post opens the ranges**

Step	What the agent does	Who decides
Take distance into account	**Early-morning slot offered first beyond 400 km; two procedures grouped into one journey wherever possible**	**37 journeys grouped over the quarter**
Confirm and remind	Three days ahead, in plain French, the list of documents at the top of the message	—
Result over the quarter	**640 appointments, 11 people arrived without their documents**	**Against 96 last year**

The online procedures guided

Procedure	What it is	What the agent does
Entry on the register of French nationals living abroad	**The procedure by which a national makes themselves known to their post**	**List of documents before starting, reading of the screen, pre-filling in front of the person**
Voting proxy	Entrusting one's vote to a third party	Explanation of the circuit, documents to prepare, check before confirmation
School grants	Help with funding French schooling abroad	**Campaign calendar, list of documents, personalised reminder**
Passport renewal	—	Documents checked from photos before the journey

The exact line, on a national's personal account

What the agent does	What remains with the person	Why

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Pre-fills in front of them from their documents — civil status, address, file numbers	**They enter their credentials**	**Their credentials are never entrusted to the agent**
Reads the screen, explains what is being asked and why, in everyday words	**They confirm**	**It is that act which makes the procedure theirs, therefore valid, and which means it can never be held against them**
Flags missing documents before confirmation	They decide whether to go on or wait	**Data entry down from 28 minutes to 9**

The quarter's result, and the non-take-up recovered

Measure	Value	Reading
Guided sessions on online procedures	**47**	—
of which taken through to the end	**41**	**The other 6 were waiting for a document to be requested elsewhere — the six letters are written and gone**
Families on the register eligible for grants last year	**214**	**Personalised reminder prepared, in plain French, with their list of documents**
of which had filed no application	**31**	**That is non-take-up, and it is recovered in one mailing**

> **Non-take-up is not corrected by a general campaign but by a named reminder sent to those entitled**, in plain French and with their list of documents. **The 214 letters are written; all that is missing is a decision to send them.**

To be set by the post

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Date for sending the reminder to the 214 families: _____

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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