Switchboard and readability — 14 subjects, 28 versions

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

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28 versions written and signed off, 1,100 calls recovered · 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 post, not an official.** This is not an option that can be switched off: the European regulation on artificial intelligence requires that anyone interacting with an AI system be informed, **and the caller can ask for an official at any moment.**

What is in service, and on which channels

Channel	Availability	What it asks of the national	Annual volume concerned
The post's switchboard	**At any hour, across the three time zones**	**A call**	**2,400 calls, of which 1,100 outside opening hours**

Channel	Availability	What it asks of the national	Annual volume concerned
Mobile messaging and website chat	At any hour	**No account to create, no app to install**	1,000 messages
Email	At any hour	An address	1,700 emails
Officials' internal tools	**Working hours**	**Nothing: they write from their usual mail system**	—

The 28 versions written, and what the test corrected

Form	Number	What the comprehension test gave
Plain version	14	**2 sentences out of 41 rewritten**
Easy-to-read-and-understand version	**14**	**7 sentences out of 33 rewritten**
Total	**28**	**9 sentences out of 74, all signed off by the chancery officer after rewriting**

The easy-read form — « easy to read and understand » — uses short sentences, one message per sentence and everyday words rather than administrative ones. **It is the national who chooses their version, never the official**: offering both and letting people choose is what makes information genuinely accessible.

The readability rule, and what it forbids touching

Point	Rule	What it allows
Plain version	**Attached to every easy-read version**	**It is the one that stands**

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Point	Rule	What it allows
Check by an official	**The two versions side by side**	**Ten seconds, and a rewording that shifts the meaning shows up**
Date, amount, deadline, document name	**Copied verbatim; only the sentence around them is rewritten**	**That is what makes easy-read usable in consular matters**
Source	Cited with its date	The national knows where the reply comes from
Digital assistant statement	Carried on every reply	No ambiguity about who is answering

The measured result

Measure	Before	After	Reading
Unanswered calls	**1,100 a year**	**84**	**Those that remain ask for an official, and arrive with the subject noted and the call-back hour in the right time zone**
Reply time to an email	**8 days**	**2 days**	With the direct-reply mandate
Information sheets written in plain language	16 of 22	**22 of 22**	**6 sheets recovered, 9 unexplained acronyms on average in the 6**
Questions outside the 14 subjects	Reply written by an official	**Draft written, sourced, in both forms, handed to the official**	**The post reads instead of writing**

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Reaching the administration from the tool you already have, at the hour you are free and in a sentence you understand first time, is non-take-up avoided. The telephone and mobile messaging reach people the online form does not.

To be set by the post

Date of the chancery officer's sign-off on the welcome message and the 14 replies:

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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.

https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-agent-consulaire

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.