Trader reception — 4,100 calls, 14 subjects

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

Document issued on 09/11/2026

1,558 unanswered calls, and what goes to the competent desk · 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 states in its first sentence that it is a digital assistant of the office, not a customs officer. The trader may ask for an officer at any moment**, and the request is passed to the unit with the subject already noted.

The fourteen subjects — 4,080 requests out of 6,330

Subject	Requests per year	Where the written answer is
Documents expected with a declaration	**612**	Office sheet
Special procedures — repair, processing, storage, transit	**548**	Office sheet and designated official source
Proofs of origin	471	Office sheet
Filing an authorisation application	396	The office's list of documents

Subject	Requests per year	Where the written answer is
Amending a filed declaration	342	Office sheet
Forms in force and where to find them	318	Designated official source
Processing times	287	The office's register of deadlines
Contact details, opening hours and competent desk	264	Service website
… and 6 more subjects	842	Office sheets
Total	**4,080**	**The answer existed: what was missing was availability**

The remit rule — what goes to the competent desk

Request	Handled by the agent?	What the trader receives
General question on a procedure or a document	**Yes**	**The answer, its source and the date that source was read**
Progress of an individual file	**No**	**The request goes to an officer, who answers within 4 hours with the answer already drafted**
Subject falling to another service	**Redirection**	**The competent service, its address, its deadline — a complete route, never an approximation**
Request to speak to an officer	**Passed on**	**The subject is noted, the call-back dated**

Channels, and what they change for access to the service

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Channel	For whom	What needs installing	What it costs
WhatsApp Business, website chat, e-mail, IP telephony	**Traders and declarants**	**Nothing — no account, no app**	**Included in every plan**
Microsoft Teams, Slack, mailbox	The office's officers	Nothing — their usual tool	**Included, with no limit on numbers**
Platform fees	—	—	**WhatsApp Business charges per conversation: passed on at actual cost, with nothing added by us**

A three-person company with no customs department gets, at 9 p.m., the same sourced and dated answer as the group with a law firm. That is non-take-up avoided and equal access — and it is not measured in hours, which does not stop it being the first visible effect for liable companies.

> **The measured result:** unanswered calls **38 % → 7 %**, time to answer a written question **11 days → 2 days**, **and the remaining 7 % are those asking for an officer — they arrive with the subject already noted and the number to call back.**

To be settled by the service

Hours during which direct answering is open: _____

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

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-douanes

---

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.