



Multi-channel service and online procedures

— 52,300 calls, 7,400 guided

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Twelve-month switchboard record and trial-quarter measurements · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurements bear on calls, procedures and screens — never on what any named officer does. The six document lists and the screen-by-screen routes this document announces are written and waiting on the office's reading.**

Calls, before and during the trial quarter

Period	Calls	Unanswered calls	Share	What is left to an officer
Twelve preceding months	52,300	17,806	34 %	Everything, unsorted

Period	Calls	Unanswered calls	Share	What is left to an officer
Trial quarter, scaled to the year	52,300	1,042	2 %	The requests for an officer, passed on with the subject already noted and the call-back dated

What the 18 answers cover of the telephone flow

Nature of the call	Calls a year	Share	Handling
Falls under one of the 18 recurring questions	34,800	67 %	Answer served at any hour, including Saturdays and while the front desk is closed
Falls under an individual file or a particular situation	12,900	25 %	Passed to the officer, subject noted, documents already requested if they are missing
Falls under another office	4,600	9 %	Name of the competent service, address, opening hours and turnaround given — never a bare referral
Total	52,300	100 %	—

Shares rounded to the unit. **The answer already existed in the office's standard answers: what was missing was availability** — and it was missing precisely in the six weeks when the flow doubles.

The channels, and the publics they reach

Channel	Public	Exchanges over the quarter	What it brings the office
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WhatsApp Business	Taxpayers — no account to create, no app to install	2,140, half of them between 6 pm and 11 pm	1,386 people had never used secure messaging: they would have discovered the problem through a surcharge
Website chat	Taxpayers	3,260	Absorbs the peak of the three weeks following a deadline
E-mail	Taxpayers	5,480	Answer in 1 day instead of 9
Microsoft Teams, Slack, internal messaging	The office's 34 officers	1,920	The public officer queries the assistant without changing tools
Web dashboard	Head of office and deputy	—	Daily record, steering from a phone

The six guided procedures, and where the drop-off happened

Online procedure	Guided sessions a year	Drop-off before	Screen where the drop-off happened	Drop-off after
Signing up to monthly direct debit	2,980	34 %	Bank details, then tax number	8 %
Online payment of a notice	1,640	21 %	Notice reference	6 %
Declaration of property holdings	1,120	28 %	Identifying the property	9 %
Change of address and of family circumstances	760	17 %	Proof of address	5 %
Adjusting the withholding rate	540	24 %	Estimate of the year's income	7 %

Online procedure	Guided sessions a year	Drop-off before	Screen where the drop-off happened	Drop-off after
Request for time to pay	360	31 %	Documents evidencing the situation	8 %
Total	7,400	—	—	—

71 % of the drop-offs on monthly direct debit sign-up happened on two screens only — bank details and tax number. **The cause is not technical: the person starts, finds a document missing, closes the page and does not come back. Giving the list of documents BEFORE the first screen is enough to deal with half the drop-offs, without a single line of code moving.**

The six document lists, given before the first screen

Procedure	What the taxpayer must have to hand
Signing up to monthly direct debit	Bank details, the tax number shown on the notice, the reference of the notice concerned
Online payment of a notice	Notice reference, bank details, the amount as shown on the notice
Declaration of property holdings	Property identifier shown on the property tax notice, occupancy dates, identity of the occupants
Change of address and of family circumstances	Full new address, date of the event, proof of address
Adjusting the withholding rate	Estimate of the year's income, number of tax shares, household income
Request for time to pay	The notice concerned, documents evidencing the situation, the monthly amount the taxpayer can pay

Pre-filling, and why the procedure stays the taxpayer's own. The agent copies across, in front of the person, what can be copied from their notice — references, address, family circumstances — and stops there: it is the taxpayer who enters their identifier and who confirms. That step is what makes the procedure theirs, therefore valid, and what means it can never be held against them.

The date that decides the year of effect

Date of the sign-up request	Year of effect	Instalments	Source
Up to 30 June	The current year	Ten instalments, from January to October; the instalments due since 1 January are spread over the first three payments	« Mensualisation » guidance, impots.gouv.fr , consulted on 27/08/2026
From 1 July	The following year	Ten instalments from the following January; the current year's tax remains payable by its own deadline	« Mensualisation » guidance, impots.gouv.fr , consulted on 27/08/2026

What the trial quarter changed

Measure	Before	After
Drop-off on online monthly direct debit sign-up	34 %	8 %
Sign-ups requested before 30 June	3,180	5,940 — 2,760 more taxpayers spreading their payments instead of paying in one go
October front-desk visits for a payment matter	—	1,840 avoided
Unanswered calls	17,806	1,042

Measure	Before	After
Time to answer a secure message	9 days	1 day

Publication of the six document lists at the head of each procedure on the office website — granted on: _____

Opening hours of the WhatsApp Business channel settled by the office: _____

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.