Multi-channel service and online procedures — 52,300 calls, 7,400 guided

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

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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 get their answer in time, instead of coming across the question when the surcharge lands**
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 %

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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**

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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**

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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: _____

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